AGent
Statistics
Version 3.3

User Guide

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a-g canada ltd.

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INTRODUCTION

This User Guide is designed to provide a working understanding of the features and functions of AGent Statistics.

Overview

Statistics is an online application that lets you create and view statistics reports related to the content and usage of your AGent system. Using Statistics, you can:

- View Interlibrary Loan (ILL) activity statistics for your library's AGent system
- View database and usage statistics for your library's AGent system

The Web Interface

The Statistics web interface is designed to provide a logical and efficient means of requesting, creating and viewing statistical reports. The screens are structured to assist workflow, and contain navigational links and menus to provide "single-click" access to module features and functions.

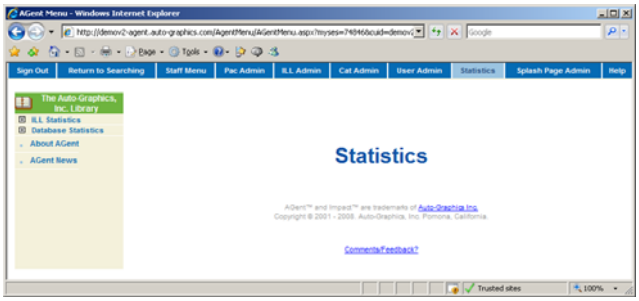
The Statistics Menu

The **Statistics** menu provides access to features and functions related to requesting, creating and viewing the statistical reports.

To access the Statistics menu:

1. Click the **Staff Menu** button on *any* screen in the AGent Search interface.
   - The Staff Menu screen displays.
2. Click the **Statistics** button to display the **Statistics** menu.

> If Statistics is your *default* login mode, the Statistics "Welcome" screen displays *automatically* when you select **Staff Menu** from the AGent Search interface (refer to the ***AGent User Guide*** for information on configuring your default login mode).



Statistics Menu

3. The **Statistics** menu provides access to the following options:
   - **ILL Statistics** - Provides the options to view Interlibrary Loan (ILL) activity statistics for your library's AGent system.
     - **Reports and Download** - Lets you generate ILL activity reports (borrowing activity, lending activity, net activity), and download request records and/or lender response records.
     - **Summary Report** - Lets you generate a summary report of completed ILL requests processed by all libraries within your consortium or collective for a specified weekly or monthly period (this function is available to Customer SuperUsers *only*).

- **CONTU Copyright Tracking Reports** - Lets you generate statistical reports related to copyright compliance tracking in accordance with the Commission on New Technological Uses of Copyrighted Works (CONTU) guidelines for photocopy requests.

- **Database Statistics** - Provides the options to view database and usage statistics for your library's AGent system.
  - **Database Index Stats** - provide summary information related to your library's AGent database(s). Displayed statistics include general index statistics, qualifier statistics and locations statistics.
  - **Database Field Stats** - provides general information related to the number of bibliographic and locations (holdings) record in your library's AGent database, and provides *detailed* MARC Field statistics for the *entire* database for your library.
  - **System Activities** - provides summary information related to your library's AGent system for a specified report period. Displayed statistics include login data, search data, ILL request data and cataloging data.
  - **Statistics Report** - lets you create specialized usage Statistics reports for your library's AGent system.
  - **Graphical Statistics Report -** lets you view summary information related to your library's AGent system for a specified report period in a graphical format. Available statistics include login data, search data, ILL request data and cataloging data.
  - **Graphical WebStats** - provides detailed Web statistics related to the access and use of your library's AGent system.
- **About AGent** - Displays the "About AGent" screen.
- **AGent News** - Displays the AGent "News" page.

4. Click the **Return to Searching** button to return to the AGent Search interface.

Organization of the User Guide

This User Guide is designed to provide an overview of the features and functions of AGent Statistics, and includes the detailed procedures for requesting, creating and viewing statistical reports. The User Guide is divided into five chapters, as follows:

Chapter 1 – Getting Started. This chapter explains how to prepare to use Statistics. The chapter includes hardware/software requirements, system availability, and system Login and Logoff.

Chapter 2 – ILL Activity Reports and Download. This chapter provides the procedures to request and view statistical reports related to your library's ILL activities.

Chapter 3 – Viewing Database Statistics. This chapter provides the procedures to request, create and view statistical reports related to the content and usage of your library's AGent database(s).

Optional Features

AGent is modular in design, and offers libraries a high degree of flexibility in configuring the system to suit the specific needs of their patrons and staff members. The "basic" AGent Search module can be enhanced by adding staff-level functionality to support User Administration and user authentication, PAC Administration, Cataloging, Union Database Management, Statistics, ILL Administration and/or Splash Page Administration. Additionally, a number of optional features and functions are available within each AGent module.

This manual provides instructions covering all features and functions available through AGent Statistics. Depending on the specific configuration of AGent for your library, some features and functions may not be available to you. For information on enabling optional features and functions for your library, contact Auto-Graphics Sales and Marketing.

Chapter 1. GETTING STARTED

This chapter identifies the hardware and software necessary to access and operate AGent Statistics, where to get help, and procedures for system Login and Logoff.

Hardware/Software Requirements

AGent can be accessed by a Web-capable PC (486 minimum) or Macintosh using a conventional Internet account and a Java-enabled Web browser such as Microsoft Internet Explorer (version 5.5 *minimum*) or Netscape (version 6.2 *minimum*). No stringent hardware requirements are necessary to support AGent. Statistics are available through appropriate Staff Login to AGent (see ***Logging In*** on page **1-2** for details).

System Availability

Statistics is available, via AGent, 24 hours daily.

Getting Help

If you need help using Statistics, contact Auto-Graphics' Help Desk by one of the following means:

voice: (800) 852-8686 5am ~ 5pm Pacific Time

email: HelpDesk@auto-graphics.com

fax: (909) 595-3506

Before calling the Help Desk, consider referencing one of the following sources of information:

- **Online Help**. HTML-based Help displays in a separate browser window that you can view concurrently with your online session.
- The **AGent News** button that displays on Statistics screens is intended to be a source for helpful information and documentation. From this link you can view the latest Release Bulletins, Product Information Bulletins, User Guides and News Items.

Configuring Your Browser for AGent

When a browser is installed on your workstation, it is configured with a *default* set of preferences. Some of these preferences must be modified to configure the browser for use with AGent. You must verify the browser is properly configured to ensure full access to all features and functions available through AGent. Refer to *Product Information Bulletin AGent-009, Configuration Recommendations for Browsers and Firewalls* for more information.

Configuring Your Popup Blocker

AGent uses "popup" windows to display search results, "Help" files and other information screens. "Popup" blockers may prevent the display of these screens. In order to access all features and functions available through AGent, you must configure your popup blocker for operation with AGent. Refer to *Product Information Bulletin AGent -010, Using AGent with 'Popup' Blockers* for more information.

Logging In

If the Splash Page has been enabled for your library, see ***Logging In from the Splash Page*** on page **1-5** for login procedures.

Staff access and authenticated patron access to AGent is password-protected. You *must* provide a valid **Username or Barcode** and **Password or PIN** to log into AGent with staff privileges.

Some workstations *within your library* may be configured to provide "generic" patron access to AGent based on the IP address of the workstation. If your library utilizes "IP authentication" for "generic" patron login, and your workstation falls within the specified IP range, the "IP Authenticated" screen displays when you first access AGent. Click the **My AGent** button to display the Login screen (click the **Begin** button to access AGent as a "generic" patron).

"IP Authenticated" Screen

If your library has enabled the *optional* "Suppress 'My AGent' Login" feature, the **My AGent** button *is not* shown on the "IP Authenticated" login screen. You *cannot* perform an authenticated login to AGent from this workstation.

Some AGent systems may be configured to provide authentication via a "cookie" saved to your workstation. If you wish to save a "cookie" containing your login information to your workstation for future logins, select the **Remember me** checkbox on the login screen, then submit your login request.

If your workstation is used by *more than one* person, to prevent unauthorized access to AGent staff features and functions, it is recommended that you *do not* save your login information to a "cookie".

Once your login information has been saved to a "cookie" on your workstation, the Authenticated User Login screen will display each time you access AGent. Click the **Begin** button to login using the saved login data.

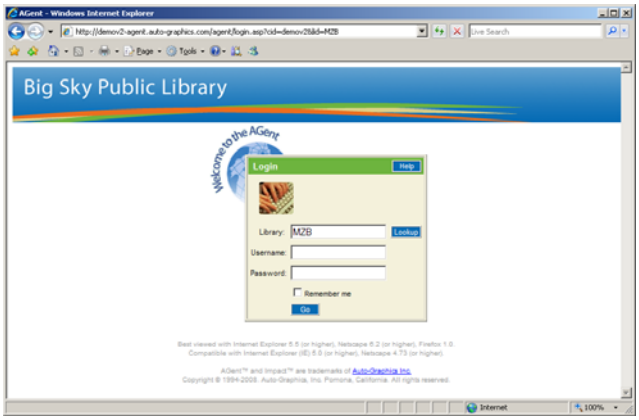
If you choose to login as a *different* user, the "cookie" containing your current login data will be *overwritten* with the new login data.

To login to AGent:

1. On the Login screen, enter your library name in the **Library** text box, as necessary.

   - By default, the system will prefill the library name for your library.

   If desired, you may use the **Lookup** feature to locate the code for the library to which you wish to login (see ***Using Library Code Lookup*** on page **1-4** for details).



"IP Authenticated" Login Screen

2. Enter your user name in the **Username or Barcode** text box.
3. Enter your password in the **Password or PIN** text box.
   - Your password will display on the screen as a series of asterisks.

> In some cases, libraries may assign the default password "USERPASS" or "STAFFPASS" when creating an account for a new user (library patron or staff member). When you log into AGent for the *first time* using the default password "USERPASS" or 'STAFFPASS", you are prompted to provide a *permanent password* to complete the login process (see ***Entering Your Permanent Password*** on page **1-5** for details).

> On systems configured with the *optional* multiple-language display feature, the **Select your Language** menu is used *only* for "guest" logins to AGent. You can use the **My Preferences** function to set the desired *default* display language for your account.

4. Click the **Go** button to submit your Login request.
   - If your library provides access to third-party databases that require cookies for authentication, and your browser's Privacy/Security settings are not sufficient to accept cookies from third-party databases, an advisory "Cookie Settings" message displays.
     - If you wish to ensure access to third-party databases that require cookies for authentication, adjust your browser's Privacy/Security settings, as needed (see ***Configuring Your Browser for AGent*** on page **1-1** for details), then click the **Continue** link to complete your login.

Big Sky Public Library
Cookie and Popup Blocker settings
AGent has detected a possible difficulty with the cookie setting in your browser and may not be able to show you the information from certain resources. You may either proceed to searching or adjust your cookie settings.
Continue ...
How to Adjust Cookie Setting
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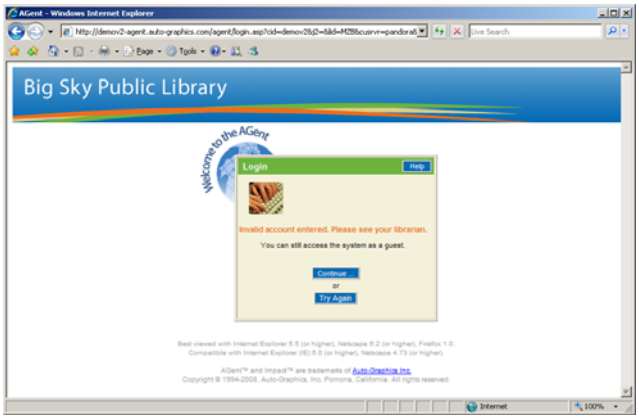
Cookie Settings Message

   - If you *do not* wish to change your browser's Privacy/Security settings, click the **Continue** link to complete your login.

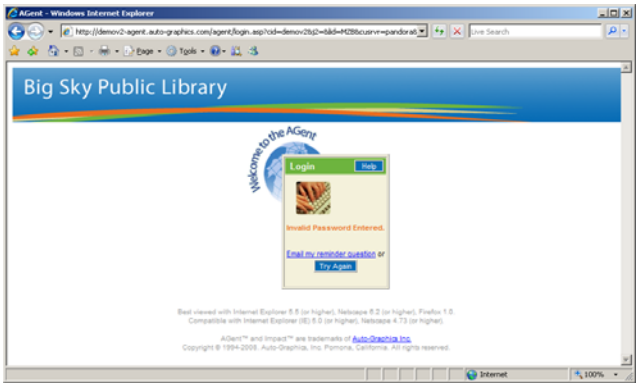
> If you choose *not* to adjust your browser's Privacy/Security settings, searches of *any* databases utilizing "cookie authentication" will fail.

   - If your Login request is *unsuccessful*:
     - If you enter an *invalid* **Username or Barcode**, the message "Invalid account entered. Please see your librarian." displays. Click the **Continue** button to login to AGent as a "guest", or click the **Try Again** button to return to the staff login screen. Check the **Library** name, **Username or Barcode** and **Password or PIN**. Make any necessary corrections, then click the **Go** button to resubmit the form.



"Invalid Account Entered" Screen

- If you enter an *invalid* **Password or PIN** with a *valid* **Username or Barcode**, the message "Invalid Password Entered" displays. Click the **Email my reminder question** link to receive an email copy of your password reminder question and return to the staff login screen. Make any necessary corrections to the **Library** name, **Username or Barcode** and **Password or PIN**, then click the **Go** button to resubmit the form.



"Invalid Password Entered" Screen

If an email address *is not* included in your user profile, or if you do not wish to receive an mail copy of your password reminder message, click the **Try Again** button to return to the staff login screen. Check the **Library** name, **Username or Barcode** and **Password or PIN**. Make any necessary corrections, then click the **Go** button to resubmit the form.

- If your Staff Login request is *successful*:
  - AGent enters the *default* mode for your user account.

Using Library Code Lookup

If you are not sure of the **Library** code for your library, or if you wish to login to a *different* library, you can use the library code **Lookup** feature to locate the desired library code.

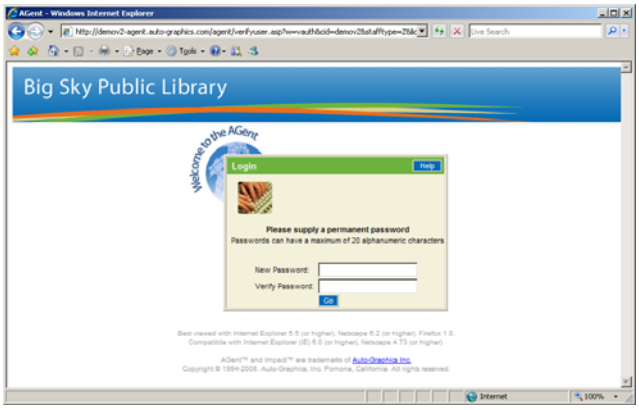
To use Library Code Lookup:

1. Click the **Lookup** button on the Login screen.
   - The Library Code Lookup screen displays in an *additional* browser window. This list shows the **Library Code** and **Library Name** for *all* libraries in your consortium or collective.
   - Click the **Sort by Library Code** button to sort the list alphabetically by **Library Code**.
   - Click the **Sort by Library Name** button to sort the list alphabetically by library name.
2. Click the **Library Code** for the library to which you wish to login.
   - The Library Code Lookup screen closes, and the selected library code is entered in the **Library** text box on the Login screen *automatically*.

Library Code Lookup Screen

Entering Your Permanent Password

When you log into AGent for the *first time* using the default password "USERPASS" or 'STAFFPASS", the Permanent Password screen displays.



Permanent Password Screen

You *must* provide a permanent password to complete the login process. Select a password that you will remember. Your password may be a *maximum* of 20 characters in length, with *no spaces*. Your password may have *any combination* of alphabetic and numeric characters, and the underscore "_" character. Your password *is not* case-sensitive.

To enter your permanent password:

1. Enter the password you have chosen in the **New Password** and **Verify Password** text boxes.

   Enter the password in *exactly* the same way in *both* text boxes.

2. Click the **Go** button to save your permanent password and complete the login process.

   - If you enter an invalid password, an error dialog displays the message "Passwords do not match."
     - Make sure there are *no spaces* in your password.
     - Make sure you enter your password in *exactly* the same way in both the **New Password** and **Verify Password** text boxes.
   - Re-enter your password in the **New Password** and **Verify Password** text boxes, then click the **Go** button.

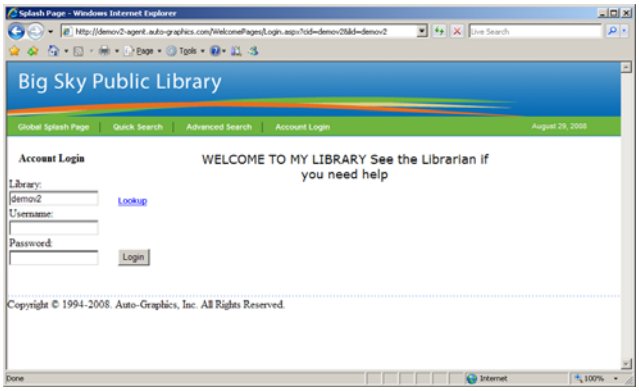
REMEMBER TO KEEP YOUR PASSWORD SECURE. **DO NOT** tell your personal password to anyone. **DO NOT** write your password down. You will use your new password for all future logins, so remember it! If you think your password may be compromised, you can change it at any time using the **My Account** feature (see the ***AGent User Guide*** for details). If you forget your password, notify your Library or System Administrator.

Logging In from the Splash Page

If your library has enabled the *optional* Splash Page feature, your library's Splash Page displays when you access the system.

To login from the Splash Page:

1. Click the **Account Login** button on the Splash Page.
   - The Account Login screen displays.
2. Enter your user name in the **Username** text box.
3. Enter your password in the **Password or PIN** text box.
   - Your password will display on the screen as a series of asterisks.
4. Click the **Login** button to submit your Login request.



Account Login Screen

Logging Off

To prevent unauthorized access to staff features and functions, you must exit Statistics and log off from AGent.

To exit Statistics:

- Click the **Exit** button on *any* AGent screen.
  - The AGent Login screen displays.

Chapter 2. ILL STATISTICS

ILL Activity Reports and Download

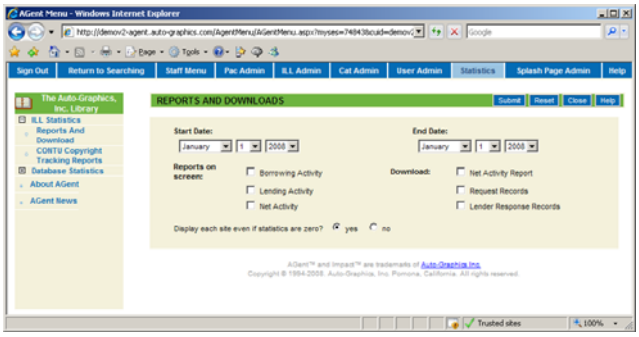
ILL Activity Reports provide *detailed* statistics related to the ILL activities for a selected library or group of libraries. You may choose to generate reports for a library's borrowing activities, lending activities and/or net ILL activity (borrowing activity versus lending activity). Statistics are provided for both borrow and copy requests. You can specify the report period start and end dates, and can choose to exclude reports for sites with no ILL activity during the specified report period.

The Download feature lets you download a record of requests submitted *as a borrower* and/or responses provided to requests received *as a lender* for a selected library or group of libraries. Reports are generated in Microsoft Excel format.

Customer SuperUsers may download records or generate reports for a *single* selected library, for a *group* of libraries, or for *all libraries* in the consortium.

To generate ILL activity reports:

1. From the **Statistics** menu (see ***The Statistics Menu*** on page **1** for details), select **ILL Statistics**, then choose **Reports And Download**.
   - The Reports and Download screen displays.
2. Select the time period for which you wish to generate the report from the **Start Date** and **End Date** menus.
3. Indicate the reports you wish to generate for *on-screen* viewing, if desired, by selecting the appropriate **Reports on screen** checkboxes, as follows:
   - You may select to generate *one or more* reports simultaneously.
     - A *checkmark* ☑ indicates the associated report is selected.
     - An *empty checkbox* ☐ indicates the associated report is not selected.
     - Clicking a checkbox repeatedly will toggle it on and off.
   - **Borrowing Activity** - Provides activity statistics for the selected sites as borrowers.
   - **Lending Activity** - Provides activity statistics for the selected sites as lenders.
   - **Net Activity** - Provides a summary comparison of borrowing versus lending activity for the selected sites.
4. Indicate the reports and/or records you wish to *download*, if desired, by selecting the appropriate **Download** checkboxes, as follows:
   - You may select to download *one or more* reports and/or records files simultaneously.



Reports and Download Screen

- A *checkmark* ☑ indicates the associated report/records file *is* selected.
- An *empty checkbox* ☐ indicates the associated report/records file *is not* selected.
- Clicking a checkbox repeatedly will toggle it on and off.

- **Net Activity Report** - Provides a summary comparison of borrowing versus lending activity for the selected sites.
- **Request Records** - Provides a list of records for all requests submitted by the selected sites as borrowers.
- **Lender Response Records** - Provides a list of records for all responses to requests received by the selected sites as lenders.

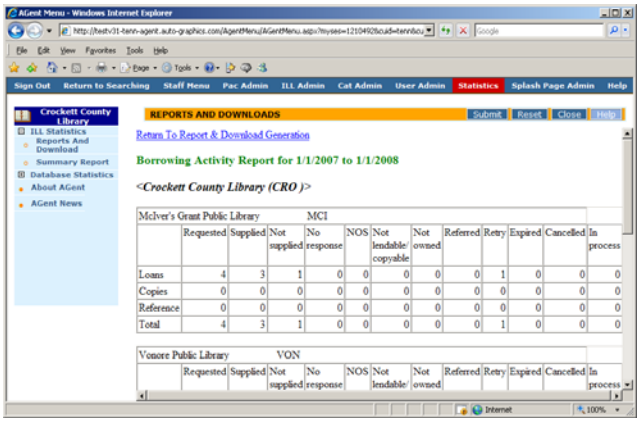
> The **Display each site even if statistics are zero** radio buttons are intended for use by Customer SuperUsers *only*, when submitting report requests for *multiple* libraries. Selecting either **Yes** or **No** will have *no effect* on report content when logged in as a PAC Staff member or Library SuperUser.

5. When all appropriate report criteria has been entered, click the **Submit** button to submit your report request.
   - The selected ILL Activity Reports (Borrowing Activity, Lending Activity, Net Activity) display, as appropriate, and download buttons are provided for the selected reports and/or records (Request Records and/or Lender Response Records).

Viewing "Reports On Screen"

Borrowing Activity (AG Closed)

The Borrowing Activity report provides *detailed* statistics on the associated library's ILL activities *as a borrower*. Separate sections are provided for *each* library specified in the report criteria. Within each section, *individual* statistics are provided for *each trading partner* to whom the associated library submitted borrow requests.



Borrowing Activity Report (AG Closed)

To view Borrowing Activity:

- The first line of the report shows the report type and report start and end dates.
- The report is subdivided into *multiple* sections, with one section provided for *each* library specified in the report criteria. Each section of the report is preceded by the name of the library to which the associated borrowing activity statistics apply.
- Each section of the report is comprised of *one or more* tables. Each table contains *individual* statistics for a *trading partner* to whom the associated library submitted borrow requests.
- The final table in the section contains a summary of borrowing activity statistics between the associated library and *all* trading partners combined. The table header includes the number of *unique* requests submitted by the library to all trading partners the number of requests created by library staff, and the number of requests created by library patrons.

> Since a borrow request that is not filled by a given library is *automatically* forwarded to the next lender in the Lender List, a single *unique* borrow request may be submitted to *multiple* libraries.

- The final table in the report contains a summary (**Grand Totals**) of borrowing activity statistics between *all libraries* included in the report and *all* trading partners combined.
- Each table provides the following information:
  - The table header shows the library name and library code for the associated trading partner.
  - Separate lines are provided for borrow requests submitted to the trading partner (**Loans**), photocopy requests submitted to the trading partner (**Copies**), reference requests submitted to the trading partner (**Reference**) and the **Total** number of requests submitted. The following statistics are provided for *each* line in the table:

Requested / Request Attempts – Total number of requests submitted to the trading partner by the borrower (this number is equal to the sum of the values shown in the **Supplied / Filled**, **Not supplied / Not filled**, **Expired**, **Cancelled** and **In process** fields).

Supplied / Filled – Total number of requests for which items *were* supplied by the trading partner to the borrower.

Not supplied / Not filled - Total number of requests for which items *were not* supplied by the trading partner to the borrower (this number is equal to the sum of the values shown in the **NOS**, **Not lendable/copyable**, **Not owned** and **Retry** fields).

No response - Total number of requests for which the trading partner *did not* provide a response to the borrower.

NOS – Total number of requests for which items were not supplied by the trading partner due to "not on shelf" status.

Not lendable/copyable - Total number of requests for which items were not supplied by the trading partner due to "not lendable/copyable" status.

Not owned - Total number of requests for which items were not supplied by the trading partner due to "not owned" status.

Referred - Total number of requests processed by default lenders to which the **Refer to Next Lender** option was applied.

Retry - Total number of requests for which items were not supplied by the trading partner but borrower was recommended to retry the request at a later date.

Expired – Total number of requests where the "Need By" date was exceeded before the trading partner responded.

Cancelled - Total number of requests cancelled by the borrower before the trading partner responded.

In process – Total number of requests currently in process between the trading partner and the borrower.

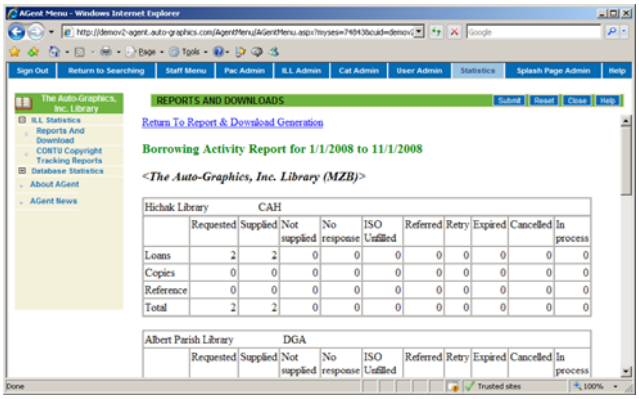
- Click the **Return To Report & Download Generation** link at the top of the Borrowing Activity report to return to the Reports and Download screen.

Borrowing Activity (ISO ILL)

The Borrowing Activity report provides *detailed* statistics on the associated library's ILL activities *as a borrower*. Separate sections are provided for *each* library specified in the report criteria. Within each section, *individual* statistics are provided for *each trading partner* to whom the associated library submitted borrow requests.

To view Borrowing Activity:

- The first line of the report shows the report type and report start and end dates.
- The report is subdivided into *multiple* sections, with one section provided for *each* library specified in the report criteria. Each section of the report is preceded by the name of the library to which the associated borrowing activity statistics apply.
- Each section of the report is comprised of *one or more* tables. Each table contains *individual* statistics for a *trading partner* to whom the associated library submitted borrow requests.



Borrowing Activity Report (ISO ILL)

- The final table in the section contains a summary of borrowing activity statistics between the associated library and *all* trading partners combined. The table header includes the number of *unique* requests submitted by the library to all trading partners the number of requests created by library staff, and the number of requests created by library patrons.

> Since a borrow request that is not filled by a given library is *automatically* forwarded to the next lender in the Lender List, a single *unique* borrow request may be submitted to *multiple* libraries.

- The final table in the report contains a summary (**Grand Totals**) of borrowing activity statistics between *all libraries* included in the report and *all* trading partners combined. Each table provides the following information:
  - The table header shows the library name and library code for the associated trading partner.
  - Separate lines are provided for borrow requests submitted to the trading partner (**Loans**), photocopy requests submitted to the trading partner (**Copies**), reference requests submitted to the trading partner (**Reference**) and the **Total** number of requests submitted. The following statistics are provided for *each* line in the table:

Requested / Request Attempts – Total number of requests submitted to the trading partner by the borrower (this number is equal to the sum of the values shown in the **Supplied / Filled**, **Not supplied / Not filled**, **Retry**, **Expired**, **Cancelled** and **In process** fields).

Supplied / Filled – Total number of requests for which items *were* supplied by the trading partner to the borrower.

Not supplied / Not filled - Total number of requests for which items *were not* supplied by the trading partner to the borrower (this number is equal to the sum of the values shown in the **No Response**, **ISO Unfilled** and **Retry** fields).

No response - Total number of requests for which the trading partner *did not* provide a response to the borrower.

ISO Unfilled - Total number of requests for which items were not supplied by the trading partner.

Referred - Total number of requests processed by default lenders to which the **Refer to Next Lender** option was applied.

Retry - Total number of requests for which items were not supplied by the trading partner but borrower was recommended to retry the request at a later date.

Expired - Total number of requests where the "Need By" date was exceeded before the lender responded.

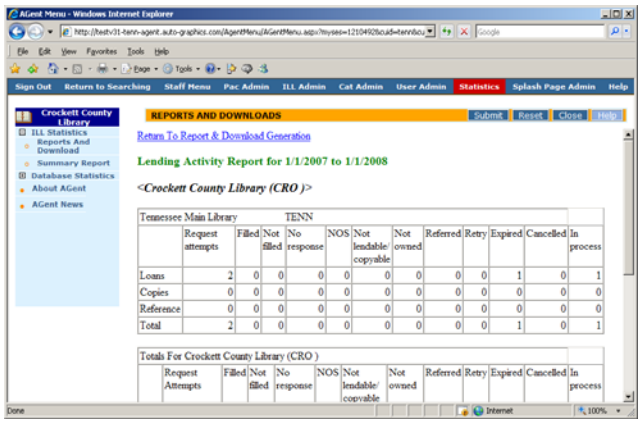
Cancelled - Total number of requests cancelled by the borrower before the trading partner responded.

In process - Total number of requests currently in process between the trading partner and the borrower.

- Click the **Return To Report & Download Generation** link at the top of the Borrowing Activity report to return to the Reports and Download screen.

Lending Activity (AG Closed)

The Lending Activity report provides *detailed* statistics on the associated library's ILL activities *as a lender*. Separate sections are provided for *each* library specified in the report criteria. Within each section, *individual* statistics are provided for *each trading partner* from whom the associated library received borrow requests.



Lending Activity Report (AG Closed)

- The first line of the report shows the report type and report start and end dates.
- The report is subdivided into *multiple* sections, with one section provided for *each* library specified in the report criteria. Each section of the report is preceded by the name of the library to which the following lending activity statistics apply.
- Each section of the report is comprised of *one or more* tables. Each table contains *individual* statistics for a *trading partner* from whom the associated library received borrow requests.
- The final table in the section contains a summary of lending activity statistics between the associated library and *all* trading partners combined.
- The final table in the report contains a summary (**Grand Totals**) of lending activity statistics between *all libraries* included in the report and *all* trading partners combined.
- Each table provides the following information:
  - The table header shows the library name and library code for the associated trading partner.
  - Separate lines are provided for borrow requests received from the trading partner (**Loans**), photocopy requests received from the trading partner (**Copies**), reference requests received from the trading partner (**Reference**) and the **Total** number of requests received. The following statistics are provided for *each* line in the table:

    Request Attempts - Total number of requests received from the trading partner by the lender (this number is equal to the sum of the values shown in the **Filled**, **Not filled**, **Retry**, **Expired**, **Cancelled** and **In process** fields).

Filled – Total number of requests for which items *were* supplied to the trading partner by the lender.

Not filled - Total number of requests for which items *were not* supplied to the trading partner by the lender (this number is equal to the sum of the values shown in the **NOS**, **Not lendable/copyable**, **Not owned** and **Retry** fields).

No response - Total number of requests for which the lender *did not* provide a response to the trading partner.

NOS - Total number of requests for which items were not supplied by the lender due to "not on shelf" status.

Not lendable/copyable - Total number of requests for which items were not supplied by the lender due to "not lendable/copyable" status.

Not owned - Total number of requests for which items were not supplied by the lender due to "not owned" status

Referred - Total number of requests referred to the lender by a default lender.

Retry - Total number of requests for which items were not supplied by the lender but trading partner was recommended to retry the request at a later date.

Expired - Total number of requests where the "Need By" date was exceeded before the lender responded.

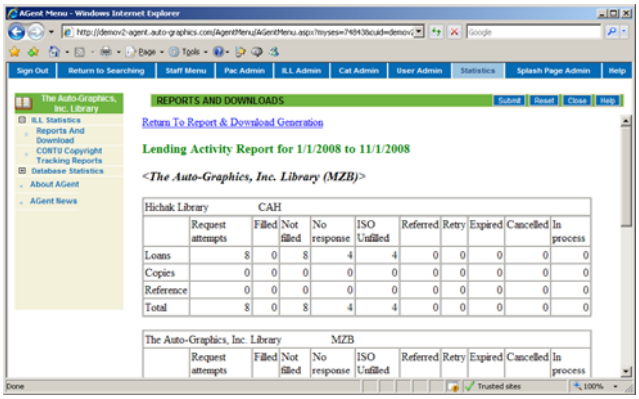
Cancelled - Total number of requests cancelled by the trading partner before the lender responded.

In process - Total number of requests currently in process between the trading partner and the lender.

- Click the **Return To Report & Download Generation** link at the top of the Lending Activity report to return to the Reports and Download screen.

Lending Activity (ISO ILL)

The Lending Activity report provides *detailed* statistics on the associated library's ILL activities *as a lender*. Separate sections are provided for *each* library specified in the report criteria. Within each section, *individual* statistics are provided for *each trading partner* from whom the associated library received borrow requests.



Lending Activity Report (ISO ILL)

- The first line of the report shows the report type and report start and end dates.
- The report is subdivided into *multiple* sections, with one section provided for *each* library specified in the report criteria. Each section of the report is preceded by the name of the library to which the following lending activity statistics apply.
- Each section of the report is comprised of *one or more* tables. Each table contains *individual* statistics for a *trading partner* from whom the associated library received borrow requests.
- The final table in the section contains a summary of lending activity statistics between the associated library and *all* trading partners combined.
- The final table in the report contains a summary (**Grand Totals**) of lending activity statistics between *all libraries* included in the report and *all* trading partners combined.

- Each table provides the following information:
  - The table header shows the library name and library code for the associated trading partner.
  - Separate lines are provided for borrow requests received from the trading partner (**Loans**), photocopy requests received from the trading partner (**Copies**), reference requests received from the trading partner (**Reference**) and the **Total** number of requests received. The following statistics are provided for *each* line in the table:

    Request Attempts - Total number of requests received from the trading partner by the lender (this number is equal to the sum of the values shown in the **Supplied**, **Not supplied**, **Retry**, **Expired**, **Cancelled** and **In process** fields).

    Filled - Total number of requests for which items *were* supplied to the trading partner by the lender.

    Not filled - Total number of requests for which items *were not* supplied to the trading partner by the lender (this number is equal to the sum of the values shown in the **No Response**, **ISO Unfilled** and **Retry** fields).

    No response - Total number of requests for which the lender *did not* provide a response to the trading partner.

    ISO Unfilled - Total number of requests for which items were not supplied by the trading partner.

    Referred - Total number of requests referred to the lender by a default lender.

    Retry - Total number of requests for which items were not supplied by the lender but trading partner was recommended to retry the request at a later date.

    Expired - Total number of requests where the "Need By" date was exceeded before the lender responded.

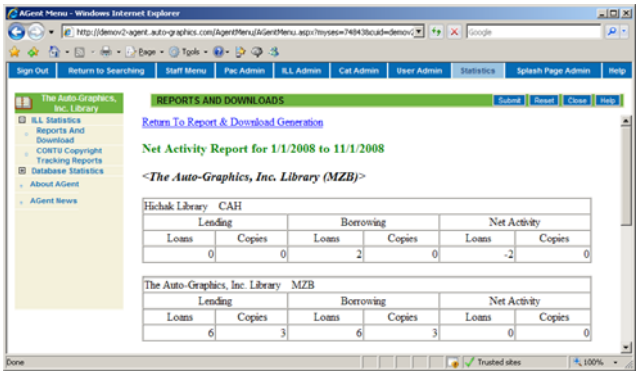
    Cancelled - Total number of requests cancelled by the trading partner before the lender responded.

    In process - Total number of requests currently in process between the trading partner and the lender.

- Click the **Return To Report & Download Generation** link at the top of the Lending Activity report to return to the Reports and Download screen.

Net Activity (AG Closed / ISO ILL)

The Net Activity Report provides a *summary* of the associated library's ILL activities both as a *borrower* and as a *lender*, and provides a comparison of borrowing versus lending activities. This report is valuable in identifying inequities between trading partners. Separate sections are provided for *each* library specified in the report criteria. Within each section, *individual* statistics are provided for *each trading partner* from whom the associated library *received* borrow requests and to whom the associated library *submitted* borrow requests.



Net Activity Report

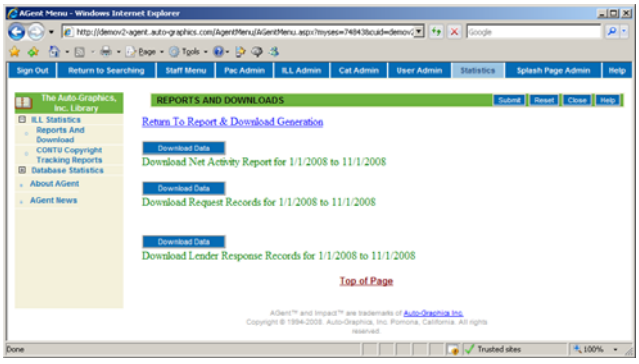
- The first line of the report shows the report type and report start and end dates.
- The report is subdivided into *multiple* sections, with one section provided for *each* library specified in the report criteria. Each section of the report is preceded by the name of the library to which the following net activity statistics apply.
- Each section of the report is comprised of *one or more* tables. Each table contains *individual* statistics for a *trading partner* from whom the associated library received borrow requests and/or to whom the associated library submitted borrow requests. The final table in the section contains a summary (**Grand Totals**) of net activity statistics between the associated library and *all* trading partners combined. Each table provides the following information:
  - The table header shows the library name and library code for the associated trading partner.
  - The **Lending** field shows the total number of **Loans** and the total number of **Copies** provided by the associated library *as a lender* to the trading partner.
  - The **Borrowing** field shows the total number of **Loans** and the total number of **Copies** received by the associated library *as a borrower* from the trading partner.
  - The **Net Activity** field shows the net ILL activity (calculated as **Lending** minus **Borrowing**) between the associated library and the trading partner. A **Net Activity** value of "0" indicates an *equal* number of borrowing and lending transactions have occurred between the associated library and the trading partner. A negative value indicates a *deficit* of lending transactions to the trading partner by the associated library; a positive value indicates a *surplus* of lending transactions to the trading partner by the associated library.
- Click the **Return To Report & Download Generation** link at the top of the Lending Activity report to return to the Reports and Download screen.

Downloading Reports and Records

When you select to download reports or records files, the results screen includes a **Download Data** button for each selected report/record type.

To download reports / records:

1. Click the **Download Data** button for the report you wish to download.
   - A File Download dialog displays.
2. Click the **Save** button on the File Download dialog.
   - A standard Save As dialog displays, with a *unique* filename assigned to the file.
3. If desired, edit the name for the file in the **File name** text box.



Download Records Screen

> Be sure to retain the **.xls** extension at the end of the file name.

4. Select the location in which you wish to save the file.
5. Click the **Save** button to download the file.

- Depending on your browser, a status dialog may display while the record is being downloaded. When the record has been downloaded, the **Download Complete** message displays. Click the **Close** button to close the status dialog.

Net Activity Report

The Net Activity Report provides a *summary* of a library's ILL activities both as a *borrower* and as a *lender*, and provides a comparison of borrowing versus lending activities. The report contains a separate entry for *each* selected library. Each entry is comprised of the following data fields:

Net Activity Report Data Fields

Data Field	Description
Library Name (Code)	The full name of the library, and the library code assigned to the lender to which the associated statistics apply.
Loans	The total number of items loaned by the library *as a lender* to all trading partners.
Copies Provided	The total number of copies provided by the library *as a lender* to all trading partners.
Borrows	The total number of loaned items received by the library *as a borrower* from all trading partners.
Copies Received	The total number of copies received by the library *as a borrower* from all trading partners.
Net Returnables	Shows the net ILL activity for the library (calculated as **Loans** minus **Borrows**).
Net Copies	Shows the net "copy" activity for the library (calculated as **Copies Provided** minus **Copies Received**).

Request Records

The Request Records file contains a separate entry for *each* request submitted by the selected library(ies) as a *borrower* for the selected report period. Each entry is comprised of the following data fields:

Request Records Data Fields

Data Field	Description
Consortium	The consortium with which the borrowing institution is associated.
Borrower	The library code assigned to the borrower.
Supplier	The library code assigned to the lending institution to whom the request was submitted. If the request was *unfilled*, this field contains the word "none".
Request ID	The unique system-assigned request number.
Title	The title of the requested item.
Author	The author of the requested item
Pub. Date	The publication date of the requested item.
Article Title	The title of the requested article (used only on serial or copy requests).
Article Author	The author of the requested article (used only on serial and copy requests).
Serial Issue	The issue number of the requested serial (used only on serial and copy requests).
Volume	The volume number of the requested serial (used only on serial and copy requests).
Serial Issue Date	The publication date of the requested serial issue (used only on serial and copy requests).
Pages	The desired pages of the requested title or serial (used only on serial and copy requests).
Copyright Compliance Code	The copyright compliance code (either **ccl** or **ccg**) assigned to the associated request.
Origination Date	The date on which the request was originally prepared and submitted.
Request Type	The type of request, ether **Loan** or **Copy**.
Created by	The "type" of user that created the request; either **Staff** or **Patron**.
Patron Name	The name of the library patron who created the request (for patron created requests) or the name of the library patron for whom the request was created (for staff created requests). (If your library has enabled the "Suppress Patron Information in Request Record Downloads" option, this field *is not* included in the Request Records file.)
Patron ID	The patron ID of the library patron who created the request (for patron created requests) or the patron ID of the library patron for whom the request was created (for staff created requests). (If your library has enabled the "Suppress Patron Information in Request Record Downloads" option, this field *is not* included in the Request Records file.)
Final Disposition	The status of the associated request at the time the Request Records were downloaded.

Data Field	Description
History Date	The date and time of the last change in status for the associated request.
Lenders Tried Count	The number of lenders to whom the associated request had been submitted at the time the Request Records were downloaded.

Lender Response Records

The Lender Response Records file contains a separate entry for *each* request received by the selected library(ies) as a *lender* for the selected report period. Each entry is comprised of the following data fields:

Lender Response Records Data Fields

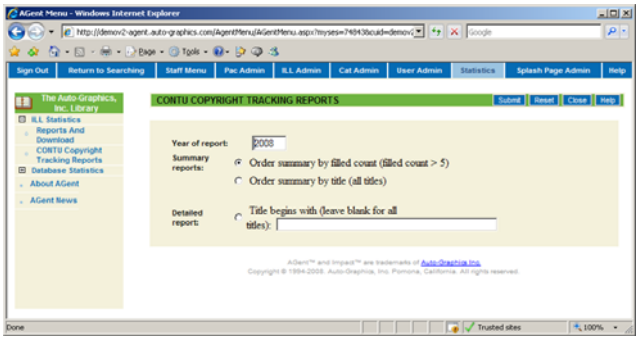
Data Field	Description
Consortium	The consortium with which the lending institution is associated.
Borrower	The three- or four-character library code assigned to the borrower who submitted the request.
Supplier	The three- or four-character code assigned to the lending institution that received the request.
Request ID	The unique system-assigned request number.
Title	The title of the requested item.
Call Number	The call number of the requested item. If a call number was not supplied with the request, this field contains the word "Unknown".
Request Type	The type of request, either **Loan** or **Copy**.
Disposition	The response provided to the request by the associated lender.
History Date	The date and time of the last change in status for the associated request.

CONTU Copyright Tracking Reports

CONTU Copyright Tracking Reports are available *only* to staff members who have been granted ILL Staff permissions (see the ***AGent User Administration User Guide*** for details).

The **CONTU Copyright Tracking Reports** option includes two summary reports and one detailed report.

To generate a copyright tracking report:


AGent Menu - Windows Internet Explorer
CONTU COPYRIGHT TRACKING REPORTS
Year of report:
2008
Summary reports:
Order summary by filled count (filled count > 5)
Order summary by title (all titles)
Detailed report:
Title begins with (leave blank for all titles):

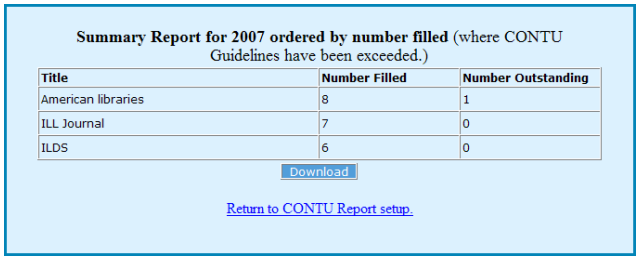
1. From the **Statistics** menu, select **ILL Statistics,** then choose **CONTU Copyright Tracking Reports** from the submenu displayed.
   - The CONTU Copyright Tracking Reports screen displays.
2. Enter the year for which you wish to view statistics in the **Year of report** text box.
   - The **Year of report** text box is pre-filled with the current calendar year by default. You may request a report for the *current year*, or for any of the three *prior years*. For example, in 2010 reports for calendar years 2007, 2008, 2009, and 2010 will be available. In 2011, the report for calendar year 2007 will be deleted.
3. Select the report type:
   - To generate a *summary* report, select the **Order summary by filled count (filled count > 5)** or the **Order summary by title (all titles)** radio button in the **Summary reports** field, as desired.

- To generate a *detailed* report, select the **Title begins with (leave blank for all titles)** radio button in the **Detailed report** field. To generate the report for a *specific title*, enter the desired title in the associated text box.

4. Click the **Submit** button to submit the report request.
   - The screen refreshes to display the requested report.

To view CONTU Copyright Tracking Reports:

- The **Order Summary by Filled Count (filled count >5)** provides a brief summary of the titles for which *five or more* requests have been filled or are outstanding for the specified calendar year. The report illustrates local demand for specific titles, which may inform collection development selection decisions. Each line in the report shows:
  - The **Title** from which the copy was requested
  - The number of requests for the title that have been filled (**Number Filled)**
  - The number of requests for the title that are in process (**Number Outstanding)**



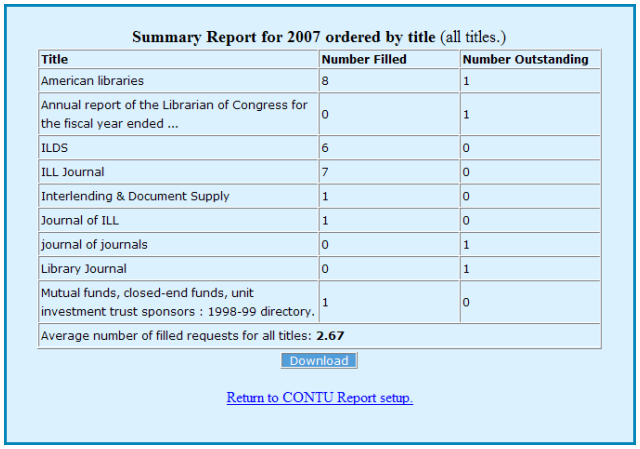
Summary Report for 2007 ordered by number filled (where CONTU Guidelines have been exceeded.)

Title	Number Filled	Number Outstanding
American libraries	8	1
ILL Journal	7	0
ILDS	6	0

Download

Return to CONTU Report setup.

- The **Order Summary by Titles (all titles)** lists the number of filled and outstanding requests for *all* titles. Each line in the report shows:
  - The **Title** from which the copy was requested
  - The number of requests for the title that have been filled (**Number Filled)**
  - The number of requests for the title that are in process (**Number Outstanding)**
  - The Average number of filled requests of all titles included in the summary report



Summary Report for 2007 ordered by title (all titles.)

Title	Number Filled	Number Outstanding
American libraries	8	1
Annual report of the Librarian of Congress for the fiscal year ended ...	0	1
ILDS	6	0
ILL Journal	7	0
Interlending & Document Supply	1	0
Journal of ILL	1	0
journal of journals	0	1
Library Journal	0	1
Mutual funds, closed-end funds, unit investment trust sponsors : 1998-99 directory.	1	0
Average number of filled requests for all titles: **2.67**		

Download

Return to CONTU Report setup.

- The **Detailed Report** provides detailed information on a "title-by-title" basis for both outstanding and completed requests. If the report is generated for all titles, statistics for each title are presented in separate sections. Each line in the report shows:
  - The **Journal Title** from which the copy was requested
  - The date on which the request was generated (**Date of Request)**

Detailed Report for 2007 (titles beginning with 'american')

Journal Title: **American libraries**		
Date of Request	*Date Filled*	*Date not Filled*
11/18/2007	11/18/2007	
11/18/2007	11/18/2007	
11/18/2007	11/18/2007	
11/18/2007	11/18/2007	
11/18/2007	11/18/2007	
11/18/2007	11/18/2007	
11/18/2007	11/18/2007	
12/2/2007	3/10/2008	
12/8/2007	12/14/2007	

Download

Return to CONTU Report setup.

- The date on which the request was filled (**Date Filled)** *or* the date on which the request entered the **Unfilled** status, was cancelled by staff (**Date not Filled),** or was filled by a loan.

> If a request does not include a **Date Filled** or **Date not Filled,** it is considered a currently outstanding request.

- When an item is received, the statistics are updated to include the date received in the **Date Filled** column. In the event a request is not filled, the request is updated to **Date not Filled** on the day borrowing staff cancels a request or the request goes into the **Unfilled** status. If the lender updated a Non-returnable (copy) request to **Shipped (returnable),** the date shipped is recorded in the **Request not Filled** column as it is no longer a request that needs to be included in the CONTU count.

> Requests with variant titles are not currently merged. If staff is aware of two variations of the same title, staff should download the detailed report, merge the titles, and calculate the number filled and not filled requests.

- If desired, you may download a copy of the *currently displayed* report to your local workstation (see the ***AGent Statistics User Guide*** for details).

Statistics Logging

- **Receiving a Non-Returnable (copy) Request**
  - When a non-returnable item is received, borrowing staff updates the ILL request to **Received** from the **Shipped** Status Browse screen. If the request has a copyright compliance value of **ccg,** the CONTU Copyright Tracking Report for the title is updated to include the date the article was filled, i.e., received. If the request has copyright compliance value of **ccl,** no copyright tracking is needed and no report is updated. The request moves to the **Complete** status and normal AGent statistics are collected.
- **Receiving a Non-Returnable (copy) Request as a Returnable (loan)**
  - If the lender changes the **Request Type** from **Non-returnable (copy)** to **Returnable (loan),** and if the copyright compliance value was **ccg,** the request is not included in the CONTU report. The CONTU Copyright Tracking Report records the date in the **Date not Filled** column as it was not filled with a copy.

Beginning a New Calendar Year

Each January 1st, summary and detailed reports from the previous calendar year(s) are accessible. If an item *was not* received by December 31st of the year in which it was requested, it will not be recorded or counted in the next calendar year. It will be considered an "unfilled" request, although no date will be added to the **Date not Filled** column. For example, if a library requested six articles from a journal title in 2007 and received five by December 31st, the library would not be liable for copyright payments or reporting to the Copyright Clearance Center on the sixth article because it was received in 2008, not in 2007. The **Detailed Report** will still include the **Date of Request** for that item, but will not have a **Date Filled** or **Date not Filled** value as the report was "frozen" as of December 31st.

Chapter 3. VIEWING DATABASE STATISTICS

Overview

The **Database Statistics** function lets you access and view a variety of database and usage statistics for your library's AGent system. Six statistics reports are available:

- **Database Index Stats** - provide summary information related to your library's AGent database(s). Displayed statistics include general index statistics, qualifier statistics and locations statistics.
- **Database Field Stats** - provides general information related to the number of bibliographic and locations (holdings) record in your library's AGent database, and provides *detailed* MARC Field statistics for the *entire* database for your library.

  Customer SuperUsers may select to view MARC Field statistics for *any* selected library.

- **System Activities** - provides summary information related to your library's AGent system for a specified report period. Displayed statistics include login data, search data, ILL request data and cataloging data.
- **Statistics Report** - lets you create specialized usage Statistics reports for your library's AGent system.
- **Graphical Statistics Report -** lets you create specialized summary Statistics reports for your library's AGent system. Each report is displayed as a "horizontal" bar graph, and includes a textual summary of displayed graphical statistics.
- **Graphical WebStats** - provides detailed Web statistics related to the access and use of your library's AGent system.

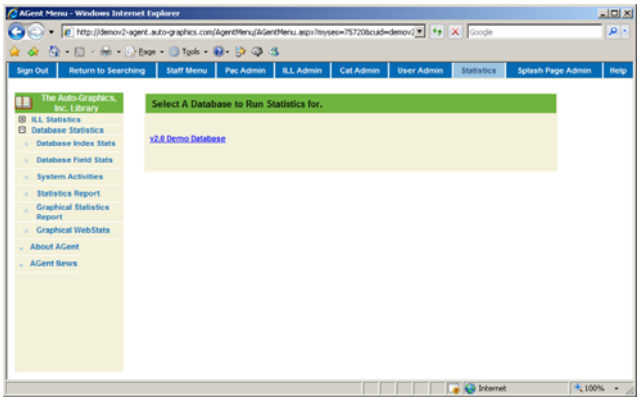
Database Index Stats

Database Index Stats provide summary information related to your library's Union database(s). Displayed statistics include general index statistics, qualifier statistics and holdings statistics. Additionally, you may choose to download a copy of the statistics report to a local workstation, or send a copy of the statistics report to another user via email.

Viewing the Database Index Stats Report

To view Database Stats:

1. From the Statistics menu (**see *The Statistics Menu* on page 1 for details**), select Database Statistics, then choose Database Index Stats.
   - The Select Database screen displays.
   - The Select Database screen lists *all* Union databases for your library or consortium.

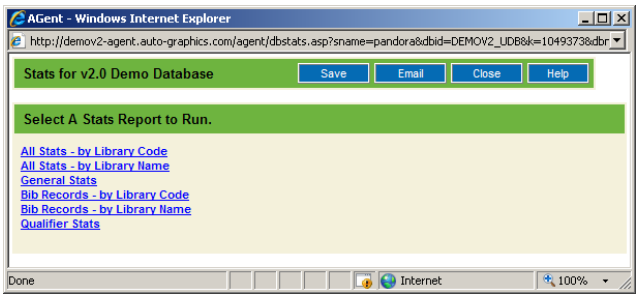


Select a Database Screen

2. Click the name of the database for which you wish to generate the statistics report.

   - The Database Statistics screen for the selected database displays.

   - From the Database Statistics screen, you may select to view **General Stats**, **Holdings Stats** (locations statistics) either **by Library Code** or **by Library Name**, **Qualifier Stats** or **All Stats** either **by Library Code** or **by Library Name.**



Database Statistics Screen

3. Click the link for the statistics you wish to view.

   - The screen refreshes to display the selected statistics.

4. The report includes the following information:

   - **General Stats** - Shows the total number of bibliographic records in the selected database (**Total Records)**, and the total number of index entries for each index (**Title**, **Author**, **Subject**, etc.) supported by your library's AGent system.

Title:	112,986
Author:	112,986
Subject:	177,614

   - **Qualifier Stats** - Shows a listing, by qualifier type (**Language**, **Media**, **Form**, etc.), of all items in the selected database associated with a given qualifier. Click the name of a listed qualifier type (e.g., **Language**) to view the **Qualifier Stats** for the selected qualifier type.

Archival Mixed Materials:	1
Books:	64,715
Computer Files:	34

   - **Holdings Stats** - Shows the total number of holdings attached to bibliographic records in the selected database for each library in your consortium or collective, by library code; and the **Total Holdings** for all libraries listed.

ABF -	Kansas State Library	25,271
AGGPL -	Grant Parish Library	11
BBCLIBRARY -	BBC Library	1
BW4 -	Tonganoxie Public Library	2

Saving the Database Index Stats Report

You can save a copy of the currently displayed Database Stats report to a file on a network or local workstation.

To save the Database Stats report:

1. Submit a Database Stats report request for the desired report period (see ***Viewing the Database Index Stats Report*** on page **3-1** for details).

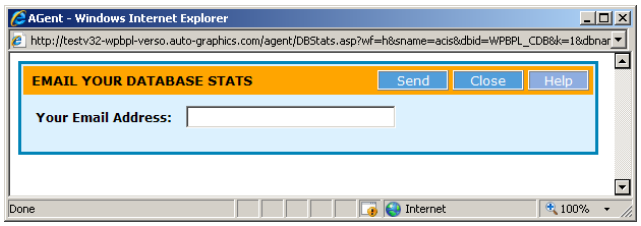
2. Click the **Save** button.
   - A File Download dialog displays.
3. Select the **Save this file to disk** radio button, then click the **OK** button.
   - A standard Save As dialog displays.
4. Enter a name for the file in the **File name** text box.
5. Select the location in which you wish to save the record.
6. Click the **Save** button to download the record.
   - Depending on your browser, a status dialog may display while the record is being downloaded. When the record has been downloaded, a "Download Complete" message displays. Click the **Close** button to close the status dialog.

Emailing the Database Index Stats Report

You can email a copy of the currently displayed Database Stats report to yourself or to another user.

To email the Database Stats report:

1. Submit a Database Stats report request for the desired report period (see ***Viewing the Database Index Stats Report*** on page **3-1** for details).
2. Click the **Email** button.
   - The Email Address screen displays in an *additional* browser window.



Email Address Screen

3. Enter your email address (or the email address of the person to whom you wish to send the statistics report) in the **Your Email Address** text box.
4. Click the **Send** button to send of copy of the statistics report to the specified email address.
   - The Email Address screen closes *automatically*.

Database Field Stats

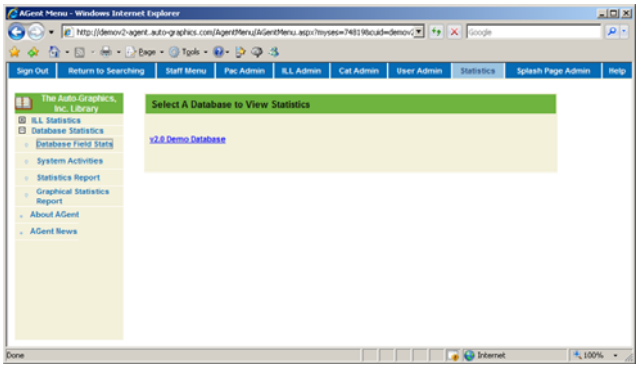
The **Database Field Stats** option lets you generate *detailed* reports related to the bibliographic records contained in you library's AGent database. You may choose to view statistics for the *complete database*, or MARC field statistics for your library *only*. The report provides general information related to the number of bibliographic and locations (holdings) record in the *entire* database, and provides *detailed* MARC Field statistics for the *entire* database or for your library *only* (the library under which you logged in).

To generate a Database Field Statistics report:

1. From the **Statistics** menu, select **Database Statistics**, then choose **Database Field Stats**.
   - The Select a Database screen displays.
   - The screen shows a listing of *all* AGent databases for your library.

2. Click the name of the database for which you wish to generate a statistics report.

   - The Database Field Statistics screen for the selected database displays in an *additional* browser window.
   - From the Database Field Statistics screen, you may select to view **Statistics for Complete Database** (**by Library Code** or **by Library Name**) or **MARC Field Stats for Your Library**.



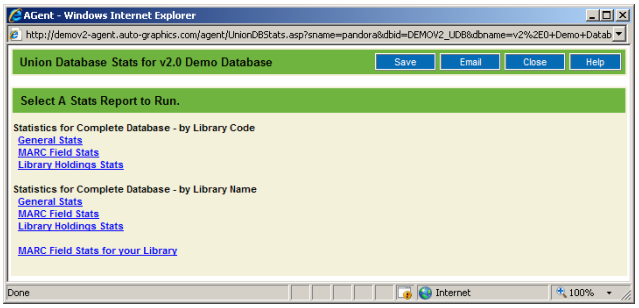
Select a Database Screen

3. Click the link for the statistics you wish to view.

   - The screen refreshes to display the selected statistics.

4. The report includes the following information:

   - **General Stats** - shows the total number of bibliographic records in the selected database (**Bib Records)**, the total number of locations (holdings) records (**Holdings**), the total number of bibliographic record to which *no* locations (holdings) are attached (**Holderless Records**) and the total of **Holderless Records** that include Tag 856, subfield u (**Holderless Records with <856> $u**).



Database Field Statistics Screen

Bib Records	65,366
Holdings	492,271
Holderless Records	1
Holderless Records with <856> $u	0

   - **MARC Field Stats** - shows a listing of each **MARC Tag** occurring in *at least one* bibliographic record in the selected database, the total number of times the tag occurs in the database (**Tag Occurrence**) and the specific subfields (and number of times each subfield occurs) for each **MARC Tag** listed (**Tag Content**).

245	65,364	6(1); a(65364); b(28428); c(64129); h(665); n(103); p(163);
246	6,196	a(6196); b(47); g(2); h(7); i(165); n(2); p(8);
250	21,670	a(21671); b(290);
255	108	a(108); c(2);

   - **Library Holding Stats** - shows a listing of libraries (by **Library Code** and **Library Name**) for which *at least one* holding (location) is attached to a bibliographic record in the selected database, and shows the *total number* of **Holdings** (locations) in the selected database for the associated library.

SEMA	_SEMA QA Code	24
NATM	American Textile History Museum (Lowell)	3,154
SAPH	Apponequet Regional High School (Lakeville)	15,073
SAWH	Archbishop Williams High School (Braintree)	1,372

- **MARC Field Stats for your Library** - shows a listing of each **MARC Tag** occurring in *at least one* bibliographic record in the selected database to which your library has a location (holding) attached, the total number of times the tag occurs in records to which your library has a location (holding) attached (**Tag Occurrence**) and the specific subfields (and number of times each subfield occurs) for each **MARC Tag** listed (**Tag Content**).

245	65,364	6(1); a(65364); b(28428); c(64129); h(665); n(103); p(163);
246	6,196	a(6196); b(47); g(2); h(7); i(165); n(2); p(8);
250	21,670	a(21671); b(290);
255	108	a(108); c(2);

Saving the Database Field Stats Report

You can save a copy of the currently displayed Database Field Stats report to a file on a network or local workstation.

To save the Database Field Stats report:

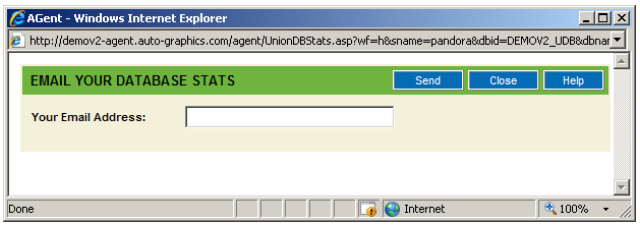
1. Submit a Database Field Stats report request for the desired database (see ***Database Field Stats*** on page 3-7 for details).
2. Click the **Save** button.
   - A File Download dialog displays.
3. Select the **Save this file to disk** radio button, then click the **OK** button.
   - A standard Save As dialog displays.
4. Enter a name for the file in the **File name** text box.
5. Select the location in which you wish to save the record.
6. Click the **Save** button to download the record.
   - Depending on your browser, a status dialog may display while the record is being downloaded. When the record has been downloaded, a "Download Complete" message displays. Click the **Close** button to close the status dialog.

Emailing the Database Field Stats Report

You can email a copy of the currently displayed Database Field Stats report to yourself or to another user.

To email the Database Field Stats report:

1. Submit a Database Field Stats report request for the desired database (see ***Database Field Stats*** on page 3-7 for details).
2. Click the **Email** button.
   - The Email Address screen displays in an *additional* browser window.



Email Address Screen

3. Enter your email address (or the email address of the person to whom you wish to send the statistics report) in the **Your Email Address** text box.

4. Click the **Send** button to send of copy of the statistics report to the specified email address.
   - The Email Address screen closes *automatically*.

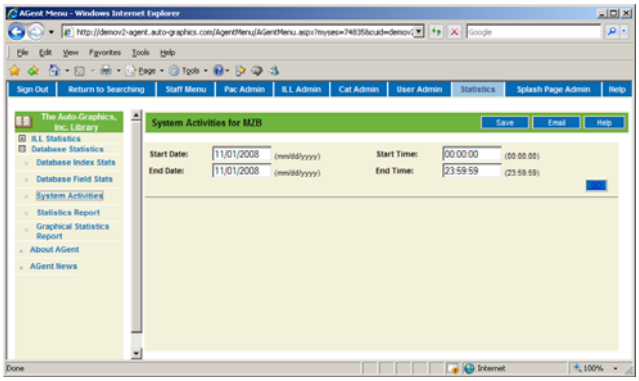
System Activities

The **System Activities** function provides summary information related to your library's AGent system for a specified report period. Displayed statistics include login data, search data, ILL request data and cataloging data. Additionally, you may choose to download a copy of the statistics report to a local workstation, or send a copy of the statistics report to another user via email.

Viewing System Activity Statistics

To view System Activity statistics:

1. From the Statistics menu, select Database Statistics, then choose System Activities.
   - The Select Report Period screen displays.
2. Enter the *starting date* for the report period in the **Start Date** text box.
   - Enter the **Start Date** using the format "mm/dd/yyyy", *including slashes*.



System Activities Select Report Period Screen

   - By default, the system enters the current calendar date as the **Start Date**.
3. Enter the *ending date* for the report period in the **End Date** text box.
   - Enter the **End Date** using the format "mm/dd/yyyy", *including slashes*.
   - By default, the system enters the current calendar date as the **End Date**.
4. Enter the desired *starting time* for the report period in the **Start Time** text box.
   - Enter the **Start Time** using the format "hh:mm:ss", *including colons*. Enter the **Start Time** using "24-hour" clock format.
   - By default, the system enters "**00:00:00**" as the **Start Time**.
5. Enter the desired *ending time* for the report period in the **End Time** text box.
   - Enter the **End Time** using the format "hh:mm:ss", *including colons*. Enter the **End Time** using "24-hour" clock format.
   - By default, the system enters "**23:59:59**" as the **Start Time**.
6. Click the **Go** button to submit your report request.
   - The screen refreshes to display System Activity statistics for the requested report period. The report includes the following information:

- The number of logins to Agent, by user category (**Admin Logins** (library staff logins), **Patron Logins** and **Guest Logins**); and the *total* number of logins for *all* user categories (**Login Total**).

Search statistics are subdivided to show the number of *unique search requests* submitted, and the *total* number of searches performed. For example, submitting a Simple Search request with three databases selected would result in a **Simple Search Request** count of "1", and a **Simple Search** count of "3".

- The number of *unique search requests* submitted, by search type (**Simple Search Request**, **Alpha Search Request**, **Advanced Search Request** and **Number Search Request**); and the *total* number of unique searches submitted for *all* search types (**Search Request Total**).

A *single* search request submitted to *multiple* databases is counted as a *unique* request. For example, submitting a Simple Search request with three databases selected would result in a **Simple Search Request** count of "1".

- The number of searches performed, by search type (**Simple Search**, **Alpha Search**, **Advanced Search**, **Number Search** and **Link Search**); and the *total* number of searches performed for *all* search types (**Search Total)**.

A *single* search request submitted to *multiple* databases is counted as *multiple* searches. For example, submitting a Simple Search request with three databases selected would result in a **Simple Search** count of "3".

- The number of ILL requests submitted through AGent, by request method (**ILL Request** or **ILL Blank Request**); and the total number of ILL requests submitted for *all* request methods (**ILL Total**).

- The number of record download transactions through CAT Administration (**Web Cat Downloads**), the number of locations (holdings) maintenance activity transactions using CAT Administration *or* AGCat (**Cat Holders Added**, **Cat Holders Changed**, **Cat Holders Deleted**) and the number of bib record maintenance activity transaction performed using CAT Administration *or* AGCat (**Cat Records Added**, **Cat Records Changed**, **Cat Records Deleted**); and the total number of *all* cataloging maintenance transactions (**CAT Total**).

Saving the System Activities Report

You can save a copy of the currently displayed System Activities report to a file on a network or local workstation.

To save the System Activities report:

1. Submit a System Activities report request for the desired report period (see ***Viewing System Activity Statistics*** on page **3-6** for details).
2. Click the **Save** button.
   - A File Download dialog displays.
3. Select the **Save this file to disk** radio button, then click the **OK** button.
   - A standard Save As dialog displays.
4. Enter a name for the file in the **File name** text box.
5. Select the location in which you wish to save the record.

6. Click the **Save** button to download the record.

   - Depending on your browser, a status dialog may display while the record is being downloaded. When the record has been downloaded, a "Download Complete" message displays. Click the **Close** button to close the status dialog.

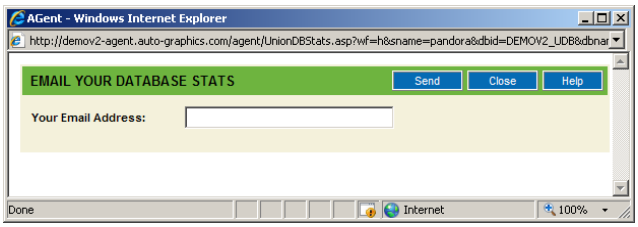
Emailing the System Activities Report

You can email a copy of the currently displayed System Activties report to yourself or to another user.

To email the Web DB Stats report:

1. Submit a System Activities report request for the desired report period (see ***Viewing System Activity Statistics*** on page **3-6** for details).
2. Click the **Email** button.

   - The Email Address screen displays in an *additional* browser window.



Email Address Screen

3. Enter your email address (or the email address of the person to whom you wish to send the statistics report) in the **Your Email Address** text box.
4. Click the **Send** button to send of copy of the statistics report to the specified email address.

   - The Email Address screen closes *automatically*.

Statistics Report

Understanding Statistics Report Parameters

AGent includes a statistics reporting function that provides usage statistics for your library's AGent system. Statistics Reports offer a high degree of flexibility in specifying the specific data you wish included in the report. However, certain parameter combinations are not compatible. If a report request containing incompatible parameters is submitted, an error message displays, identifying the incompatibility. Revise your report parameter selections as necessary, and resubmit the report request.

The following paragraphs provide an overview of the function of each report parameter, and identify the compatibility and limitations for each parameter, as appropriate. *BE SURE* to make compatible selections when specifying statistics report parameters.

Library Statistics Staff members and Library SuperUsers may request Statistics Reports for their library only; Customer SuperUsers may request individual Statistics Reports for any library, or a combination Statistics Reports for multiple selected libraries.

Report For: Determines the specific library for which the report will be generated. This field shows the name of the library under which you logged in.

Type of Report: Determines the *format and arrangement* of the report. You may also generate special reports listing the most frequently entered search terms. The following options are available:

- **Date Report (single/multiple):** Report is organized in chronological order, with separate lines for each month in the report period. Each line in the report includes the **Year** and **Month** for the associated report data. A grand **TOTAL** for *all* months in the report period is provided at the end of the report.

Year	Month	Guest Logins	Patron Logins	Staff Logins
2006	September	0	0	7
2006	October	0	0	24
2006	November	3	0	33
TOTAL		**3**	**0**	**64**

- **Database Report (single/multiple):** Report is organized in alphabetic order by **Database** name, with separate lines for each database in the report. A grand **TOTAL** for *all* databases in the report is provided at the end of the report.

TOTALS *are not* included when the **Output Report** option for the Database Report is set to **A File for Download**.

DatabaseName	Simple Searches	Advanced Searches	Linked Searches	Browse Searches	Number Searches	Database Views	Full Record Views
A-G Canada Database	6	3	0	0	0	7	6
AG-DEMOV2 Z39.50	0	3	0	0	0	3	0
Alibris	0	0	1	0	0	1	0
Awesome Library	0	1	0	0	0	1	3
EBSCO Medline	0	7	0	0	0	7	0
Proquest - National News	2	3	0	0	0	5	0
v2.0 Demo Database	7	5	0	0	0	14	6
TOTAL	**15**	**22**	**1**	**0**	**0**	**38**	**15**

- **Search Term Reports:** The following reports provide information related to the search terms that were *most frequently* submitted during the report period. Search terms are listed in inverse order (from *most* frequently submitted to *least* frequently submitted). A single line is provided for each search term. Each line in the report shows the **Search Term** along with the total number of times for which the term was searched (**TotalSearch**). Reports may be requested for a *single* search index (All Headings, Author, Subject, Title), or for *all* search indexes *combined*.

TotalSearch	Search Term
160	fred
35	C%23
19	tora%21
18	music
18	C#
16	dogs and cats
13	tora tora tora
12	tora
12	history
12	dogs or cats
11	children
10	stephen king
8	george bush
8	100%
7	C++

  - **Top 100 Search Terms:** Lists the 100 most frequently submitted search terms for *all* search indexes *combined* (All Headings, Author, Subject, Title).
  - **Top 100 Search All Headings:** Lists the 100 most frequently submitted search terms where **All Headings** was the selected search index (this includes *all* searches submitted using the Simple Search option).
  - **Top 100 Search Authors:** Lists the 100 most frequently submitted search terms where **Author** was the selected search index.
  - **Top 100 Search Subjects:** Lists the 100 most frequently submitted search terms where **Subject** was the selected search index.
  - **Top 100 Search Titles:** Lists the 100 most frequently submitted search terms where **Title** was the selected search index.

Start Date / End Date: Determine the time period for which statistics will be presented. The *minimum* report period is *one day*.

Content Includes: Determines the *specific data* contained in the report. The following options are available:

- **Login Data:** Report includes statistics for the number of logins to AGent. Statistics are categorized by number of **Guest Logins**, **Patron Logins** and **Staff Logins**.

Year	Month	Guest Logins	Patron Logins	Staff Logins
2006	September	0	0	7
2006	October	0	0	24
2006	November	3	0	33
TOTAL		**3**	**0**	**64**

- **Search Data:** Report includes statistics for the number of searches performed. Statistics are categorized by **Simple Searches**, **Advanced Searches** (*does not* include searches of number indexes), **Linked Searches** (links selected on Full Record Displays), **Alpha Searches** (*does not* include searches of number indexes), **Number Searches** (Alpha Searches and Advanced Searches of number indexes *only*) and **Database Views** the sum of the number of searched databases for which search results were displayed, the number of times the database was accessed (displayed) by clicking a Web Link from the **Resources** menu, and the number of times the database was accessed (displayed) by clicking the **URL** link from the **Resource Note** associated with a database.

Year	Month	Simple Searches	Advanced Searches	Linked Searches	Browse Searches	Number Searches	Database Views	Full Record Views
2006	September	4	0	0	0	0	4	0
2006	October	5	9	0	0	0	14	9
2006	November	6	13	1	0	0	20	6
TOTAL		**15**	**22**	**1**	**0**	**0**	**38**	**15**

- **CAT Data:** Report includes statistics for cataloging functions performed. Statistics are provided for both WebCAT and the AGCat Cataloging client. Statistics are categorized by records downloaded via WebCAT (**WebCAT Downloads**), locations added, edited or deleted using WebCAT (**CAT Locations Added**, **WebCAT Locations Changed**, **CAT Locations Deleted**), and bibliographic records added, edited or deleted using the AGCat Cataloging client (**AGCat Records Added**, **AGCat Records Changed** and **AGCat Records Deleted)**.

Year	Month	WebCAT Downloads	CAT Locations Added	WebCAT Locations Changed	CAT Locations Deleted	AGCAT Records Added	AGCAT Records Changed	AGCAT Records Deleted
2006	August	4	3	1	3	0	0	0
2006	September	0	0	0	0	0	0	0
2006	October	0	0	0	0	0	0	0
2006	November	3	0	0	0	0	0	0
TOTAL		**7**	**3**	**1**	**3**	**0**	**0**	**0**

- **ILL Data:** Report includes statistics for the number of ILL requests generated. Statistics are categorized by **ILL Blank Requests** (requests submitted using the Blank Request Form) and **ILL Record Requests** (requests submitted from a Full Record Display).

Year	Month	ILL Blank Requests	ILL Record Requests
2004	January	5	0
2004	February	1	17
2004	March	8	3
2004	April	1	1
TOTAL		**15**	**21**

Output Report To: Determines whether the report will be made available for viewing on **The Screen**, or will be saved to **A File for Download**.

Maximum number of records display per page: Determines the number of lines per page when **Output Report To - The Screen** is selected.

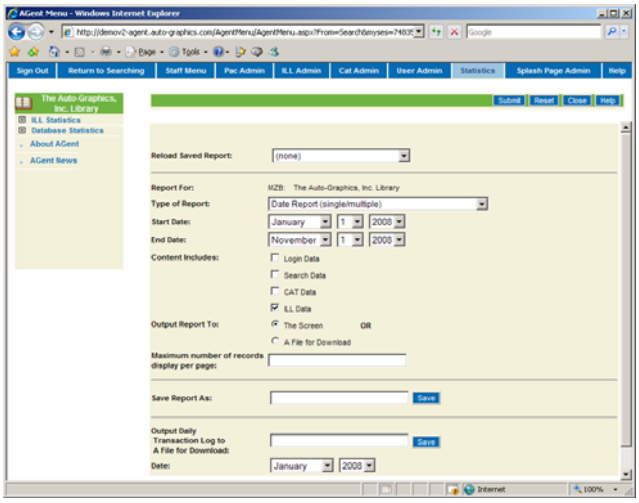
Requesting a Statistics Report

Library PAC Administration Staff members and Library SuperUsers may request Statistics Reports for their library only; Customer SuperUsers may request individual Statistics Reports for any library, or a combination Statistics Reports for multiple selected libraries.

To request a Statistics Report:

Certain parameter combinations are not compatible (see ***Understanding Statistics Report Parameters*** on page **5-8** for details). If a report request containing incompatible parameters is submitted, an error message displays, identifying the incompatibility. Revise your report parameter selections as necessary, and resubmit the report request.

1. From the **Statistics** menu, select **Database Statistics**, then choose **Statistics Report**.
   - The Statistics Report screen displays.
   - The **Report For** field shows the name of the library under which you logged in.
2. Select the desired type of report from the **Type of Report** drop-down menu.
3. Select the starting date for the report period from the **Start Date** drop-down menus; select the ending date for the report period from the **End Date** drop-down menus.



Statistics Report

4. Select the content you wish included in the report using the **Content Includes** checkboxes.
   - You may select *multiple* **Content Includes** checkboxes.
5. Select the desired output format for the report using the **Output Report To** radio buttons.
6. Enter the maximum number of lines you wish displayed on each page of the report in the **Maximum number of records display per page** text box.

   The **Maximum number of records display per page** is applied only when the **Output Report To - The Screen** option is selected. If you leave the text box blank, the report will be displayed on a *single* page.

7. When all desired report parameters have been entered, click the **Submit** button to submit your report request.

   If you have omitted a mandatory field, or have made an invalid selection, an error message displays at the top of the Statistics Report entry screen. Modify the report parameters as necessary, then click the **Submit** button to resubmit your request.

   - If you selected the **Output Report To - The Screen** radio button, the screen refreshes to display the Statistics Report Summary (see ***Viewing Statistics Reports*** on page **3-12** for details).

- If you selected the **Output Report To - A File for Download** radio button, the Statistics Report Download screen displays (see ***Downloading Statistics Reports*** on page **3-13** for details).

Working with Saved Reports

If you wish to run the *same* report periodically (such as a weekly login report) you can use the **Save Report As** function to save the desired report parameters for recall and submission at a future date.

To save Statistics Report parameters:

It is recommended that you run the report once prior to saving to ensure there are no errors in the report setup.

1. Enter and select the desired report parameters on the Statistics Report Entry screen (see ***Requesting a Statistics Report*** on page **3-11** for details).
2. Enter a name for the report in the **Save Report As** text box.

   Be sure to make the name descriptive of the report function; such as "Login Stats - All Libraries".

3. Click the **Save** button to save the report parameters.
   - The screen refreshes, and the message "Report selections have been saved successfully" displays.

To recall and submit a saved report:

- On the Statistics Report Entry screen (see ***Requesting a Statistics Report*** on page **3-11** for details), select the desired report from the **Reload Saved Report** drop-down menu.
  - The screen refreshes to display the saved report parameters. The message "Report selections have been reloaded successfully" displays.

  It may be necessary to modify one or more report parameters (such as the **Start Date** and **End Date** for the report period) prior to submitting the report request.

- Click the **Submit** button to submit the report request.
  - If you selected the **Output Report To - The Screen** radio button, the screen refreshes to display the Statistics Report Summary (see ***Viewing Statistics Reports*** on page **3-12** for details).
  - If you selected the **Output Report To - A File for Download** radio button, the Statistics Report Download screen displays (see ***Downloading Statistics Reports*** on page **3-13** for details).

Requesting a Daily Transaction Log

The daily transaction log provides detailed information related to login, search, cataloging and interlibrary loan transactions for *all libraries* within a consortium or collective for a selected one-month period (see ***Viewing the Daily Transaction Log*** on page **3-14** for details).

To request a Daily Transaction Log:

1. On the Statistics Report Entry screen (see ***Requesting a Statistics Report*** on page **3-11** for details), enter a name for the file in the **Output Daily Transaction Log to A File for Download** text box.
2. Select the month and year for which you wish to download the transaction log from the **Date** drop-down menus.

3. Click the **Save** button to submit your request.

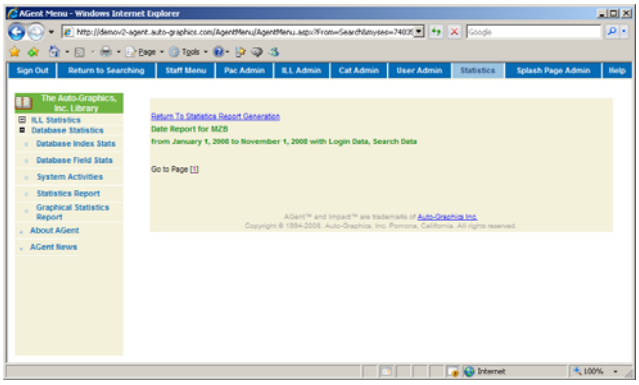
   - The Daily Transaction Log Download screen displays (see ***Downloading Statistics Reports*** on page **3-13** for details).

Viewing Statistics Reports

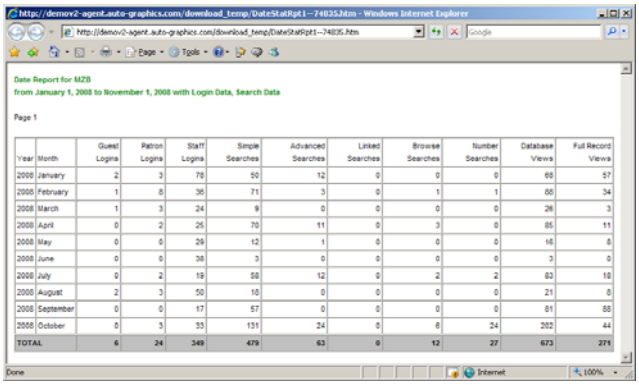
When you submit a report request, and select the **Output Report To - The Screen** option, the Statistics Report Summary screen displays. Use the Statistics Report Summary screen to view the requested report, one page at a time.

To view a Statistics Report:

- A summary of the report criteria is shown at the top of the Statistics Report Summary screen. The summary includes the type of report, the libraries included in the report, the start and end dates for the report period and the content included in the report.
- Depending on the size of the report, the **Go to Page** section of the Summary screen includes links to *one or more* pages of the report.
- Click a page number link to view the associated page of the report.
  - The selected page of the report displays in an *additional* browser window.
  - The summary of the report criteria is repeated at the top of the screen.
  - The specific data shown in the report varies, depending on the parameters selected when the report request was submitted (see ***Understanding Statistics Report Parameters*** on page **3-8** for details).



Statistics Report Summary Screen



Typical Statistics Report

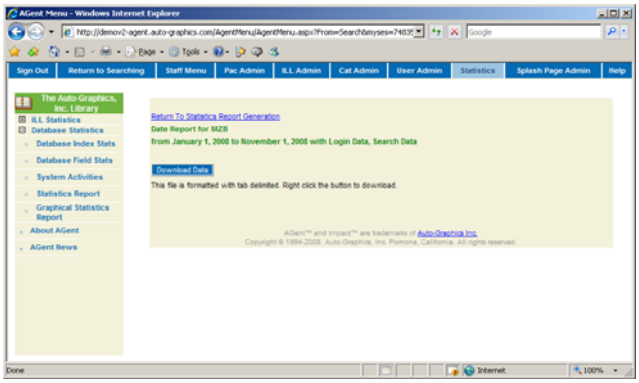
- Click the ✕ button on the report screen to close the window and return to the Statistics Report Summary screen.

Downloading Statistics Reports

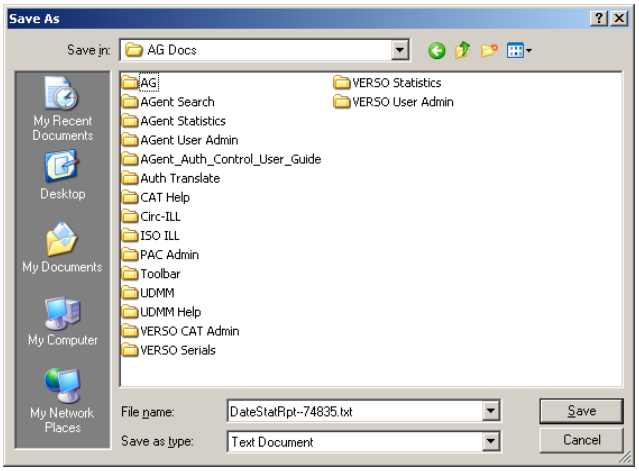
When you submit a report request, and select the **Output Report To - A File for Download** option, or when you submit a request to download a Daily Transaction log, the Statistics Report Download screen displays, allowing you to download the report to a file on a local computer. The report is saved as a text (.TXT) file, in *tab-delimited* format, for import into a spreadsheet application such as Microsoft Excel.

To download a Statistics Report:

1. Using the *right-hand* mouse button, click the **Download Data** button.
   - A shortcut menu displays.
2. Using the *left-hand* mouse button, select **Save Target As** (Internet Explorer) or **Save Link As** (Netscape) from the shortcut menu.
   - A standard Save As dialog displays.
3. Enter a name for the file in the **File name** text box.
4. Select the location in which you wish to save the report.
5. Click the **Save** button to download the file.
   - Depending on your browser, a status dialog may display while the file is being downloaded. When the download is complete, a "Download Complete" message displays. Click the **Close** button to close the status dialog.



Statistics Report Download Screen



Save As Dialog

Viewing the Daily Transaction Log

The daily transaction log provides detailed information related to login, search, cataloging and interlibrary loan transactions for *all libraries* defined in your AGent system for a selected one-month period. The report is saved as a text (.TXT) file, in *tab-delimited* format, for import into a spreadsheet application such as Microsoft Excel.

To view the Daily Transaction Log:

The Daily Transaction Log is organized in chronological order, from oldest to most recent transaction, for the selected report period, with each transaction listed on a separate line. Each line in the Daily Transaction Log provides the following information:

- **tid** (transaction identifier) - the system-assigned transaction identifier number.
- **TranLogged** - the date and time at which the associated transaction took place.
- **Type** – numeric code identifying the specific type of transaction. **Type** identifiers for each transaction category (login, search, cataloging and interlibrary loan) are described below:

> For login transactions by users who are granted access to *multiple* staff modules, the transaction is recorded for the user's *default* staff mode.

Category	Type		Transaction
	In Library	Remote	
Login	1	1	Patron Login
	2	2	PAC Administration Login
	3	3	ILL Administration Login
	4	4	CAT Administration Login
	5	5	Guest Login
	6	6	User Administration Login
	7	7	Library SuperUser Login
	8	8	Customer SuperUser Login
	9	9	UDMM Administration Login
	10	10	Staff Login
Search	101	101	Simple Search (Keyword)
	103	103	Advanced Search (Keyword)
	104	104	Number Search (through Advanced Search or Alpha Browse)
	105	105	Alpha Browse (Keyword)
	106	106	Linked Search
	120	120	Database View
	130	130	Full Record Views
	140	140	Shelf Status Views
Cataloging	210	210	Download (CAT Admin)
	221	221	Change Location (CAT Admin)
	231	231	Add Location (CAT Admin)
	241	241	Delete Location (CAT Admin)
	311	311	Add Record (AGCat Client)
	321	321	Change Record (AGCat Client)
	331	331	Delete Record (AGCat Client)
	341	341	Add Location (AGCat Client)
	351	351	Delete Location (AGCat Client)
	361	361	Change Location (AGCat Client)
Interlibrary Loan	401	401	Blank ILL Request
	402	402	Full Record ILL Request

- **LibraryProfileKey** - license key assigned by Auto-Graphics for the library at which the associated transaction occurred.
- **AGLibID** - library code for the library at which the associated transaction occurred.
- **LibraryName** - name of the library at which the associated transaction occurred.
- **RecCount** - Not implemented.

- **DatabaseName** - the name of the database to which the associated search request transaction was submitted (this field is blank for login transactions).

  For search request transactions submitted *simultaneously* to multiple databases, a separate transaction is listed for *each* database.

- **DatabaseType** - two-character code indicating the database type, as described below:

  AG - Union Catalog (Auto-Graphics' *Impact* database)

  AV - AGent VERSO

  WB - Web Database

  WL - Web Link

  WS - Web Service

  XL - Reference Site

  ZZ - Virtual Library (Z39.50 Site)

- **SearchTerm1** - search string entered in the **Search For** text box for Simple Search and Alpha Browse; search string entered in the *first* **Search For** text box for Advanced Search.

- **Index1** - numeric code indicating the search index selected for **SearchTerm1**. Index codes for each database and search type available through Agent are described below:

Database Type	Search Type	Index Code	Index Searched
AG – Union Catalog (Impact database)	Keyword Index	1	All Headings
		2	Author/Creator
		3	Title
		4	Subject
		46	Notes
		49	Journal Title
		50	GMD
	Number Index	5	AGCN
		6	ISBN
		7	ISSN
		8	LCCN
		38	GPO Sudoc Number
		39	GPO Order Number
		40	GPO Monthly Cat. Number
		41	Original Control Number
		43	GPO Item Number
		44	GPO Report Number
		45	GPO Ship List Number
		47	Publisher Number
		48	OCLC Number
		5007	Dewey Call Number
		5008	LC Call Number
		5018	Other Standard Identifier

Database Type	Search Type	Index Code	Index Searched
	Alpha Index (Browse)	9	Author/Creator
		10	Title
		11	Subject
		42	All Headings
ZZ – Virtual Library (Z39.50)	Keyword	4	Title
		21	Subject
		1003	Author/Creator
		1016	All Headings
XL – Reference Site	Keyword	1	All Headings
		2	Author/Creator
		3	Title
		4	Subject

For Web Databases (WB) and Web Links (WL), this column always contains "0" (not applicable).

- **SearchTerm2** - search string entered in the *second* **Search For** text box for Advanced Search. If *no* search term was entered, this field is *blank*.
- **Index2** - numeric code indicating the search index selected for **SearchTerm2** (see **Index1**, above, for an explanation of index codes).
- **SearchTerm3** - search string entered in the *third* **Search For** text box for Advanced Search. If *no* search term was entered, this field is *blank*.
- **Index3** - numeric code indicating the search index selected for **SearchTerm3** (see **Index1**, above, for an explanation of index codes).
- **QScoping** – indicates whether or not a scoping qualifier was applied against the search. This field contains either "TRUE" (scoping qualifier *was* applied against the search) or "FALSE" (scoping qualifier *was not* applied against the search). Qualifiers are not valid with all databases.
- **QDate** – indicates whether or not a date qualifier was applied against the search. This field contains either "TRUE" (date qualifier *was* applied against the search) or "FALSE" (date qualifier *was not* applied against the search). Qualifiers are not valid with all databases.
- **QLanguage** – indicates whether or not a language qualifier was applied against the search. This field contains either "TRUE" (language qualifier *was* applied against the search) or "FALSE" (language qualifier *was not* applied against the search). Qualifiers are not valid with all databases.
- **QMedia** – indicates whether or not a media qualifier was applied against the search. This field contains either "TRUE" (media qualifier *was* applied against the search) or "FALSE" (media qualifier *was not* applied against the search). Qualifiers are not valid with all databases.
- **QForm** – indicates whether or not a form qualifier was applied against the search. This field contains either "TRUE" (form qualifier *was* applied against the search) or "FALSE" (form qualifier *was not* applied against the search). Qualifiers are not valid with all databases.
- **QMisc** – indicates whether or not a miscellaneous qualifier was applied against the search. This field contains either "TRUE" (miscellaneous qualifier *was* applied against the search) or "FALSE" (miscellaneous qualifier *was not* applied against the search). Qualifiers are not valid with all databases.
- **SearchID** - the system-generated search identification number.

For search request transactions submitted *simultaneously* to multiple databases, the *same* **SearchID** is listed for each database.

- **UserName** - the name of the user that performed the associated transaction.
- **InLib** - indicates whether the associated transaction was initiated "in library" or from a remote location. This field contains either "TRUE" (the associated transaction was initiated from within the library) or "FALSE" (the associated transaction was initiated from a remote location).

  Only those workstations with registered "valid IP addresses" are logged as "in library" transactions. Valid IP ranges are managed from within the User Administration module (see the ***AGent User Administration User Guide*** for more information).

- **DataID** - the AGent database identification number for the associated database. All reference databases and web services are assigned a *unique* DataID. A "0" is shown for all other resources.

Graphical Statistics Report

AGent provides a "graphical" statistics reporting function that provides usage statistics for your library's AGent system. Data is displayed as a horizontal "bar" graph, and includes a textual summary of displayed graphical statistics. Reports may be viewed "on-screen" in HTML format, or may be downloaded or emailed in PDF or Excel (spreadsheet) format.

The Graphical Statistics Report offers a high degree of flexibility in specifying the specific data you wish included in the report. The following paragraphs provide an overview of the function of each report parameter.

Library Staff members and Library SuperUsers may request Graphical Statistics Reports for their library only; Customer SuperUsers may request individual Graphical Statistics Reports for any library within the consortium or collective, or a combination report for *all* libraries within the consortium or collective.

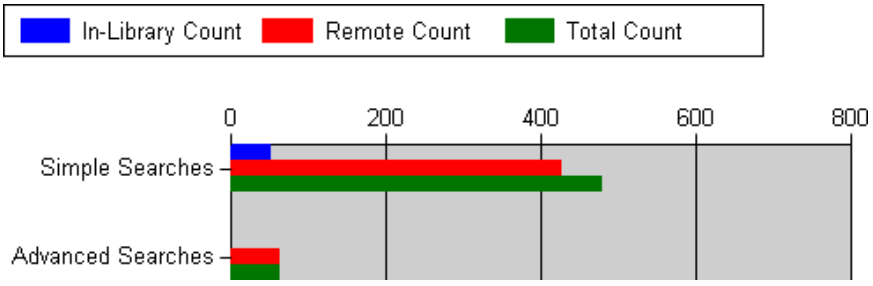
Understanding Graphical Statistics Report Parameters

The following paragraphs provide an overview of the function of each report parameter available through the Graphical Statistics Report Setup screen.

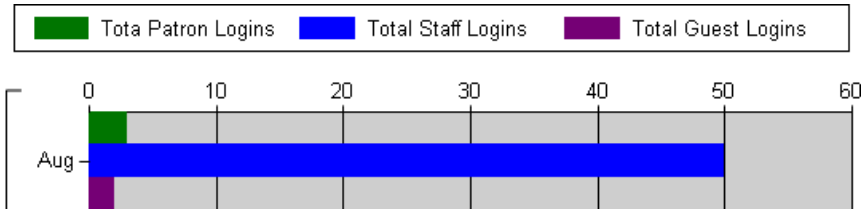
Report For: Determines the specific library (or libraries) for which the report will be generated. This field shows the name of the library under which you logged in.

Type of Report: Determines the type of report (Summary Report of Date Report), and includes *additional* options for generating special reports listing the most frequently entered search terms. The following options are available:

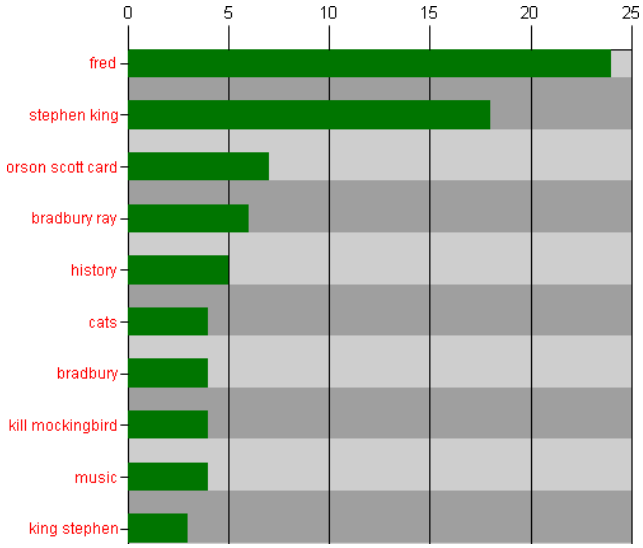
- **Library Summary:** Displays summary activity statistics for all libraries selected in the **Report For** field for the specified report period. Statistics are displayed for **In Library Count**, **Remote Count** and **Total Count**. The selected **Contents Includes** categories are shown on the vertical axis of the graph; activity counts for the selected categories are shown on the horizontal axis of the graph.



- **Date Report:** Displays summary activity statistics for all libraries selected in the **Report For** field for *each* month (or partial month) of the specified report period. Activity counts for the selected **Contents Includes** categories are shown on the horizontal axis of the graph; months included in the specified report period are shown on the vertical axis of the graph.



- **Search Term Reports:** The following reports provide information related to the search terms that were *most frequently* submitted during the report period. Search terms are listed in inverse order (from *most* frequently submitted to *least* frequently submitted). A single line is provided for each search term. Each line in the report shows the **Search Term** along with the total number of times for which the term was searched (**TotalSearch**). Reports may be requested for a *single* search index (All Headings, Author, Subject, Title), or for *all* search indexes *combined*.



  - **Top 100 Search Terms:** Lists the 100 most frequently submitted search terms for *all* search indexes *combined* (All Headings, Author, Subject, Title).
  - **Top 100 Search All Headings:** Lists the 100 most frequently submitted search terms where **All Headings** was the selected search index (this includes *all* searches submitted using the Simple Search option).
  - **Top 100 Search Authors:** Lists the 100 most frequently submitted search terms where **Author** was the selected search index.
  - **Top 100 Search Subjects:** Lists the 100 most frequently submitted search terms where **Subject** was the selected search index.
  - **Top 100 Search Titles:** Lists the 100 most frequently submitted search terms where **Title** was the selected search index.

Start Date / End Date: Determine the time period for which statistics will be presented. The *minimum* report period is *one day*.

Content Includes: Determines the *specific data* contained in the report. The following options are available:

Library Summary reports may include *multiple selections* from the **Content Includes** options. **Date Reports** can be requested for a *single selection only*.

- **Login Data:** Report includes statistics for the number of logins to AGent. Statistics are categorized by number of **Guest Logins**, **Patron Logins** and **Staff Logins**.

- **Search Data:** Report includes statistics for the number of searches performed. Statistics are categorized by **Simple Searches**, **Advanced Searches** (*does not* include searches of number indexes), **Link Searches** (links selected on Full Record Displays), **Browse Searches** (*does not* include searches of number indexes), **Number Searches** (Alpha Searches and Advanced Searches of number indexes *only*), **Database Views** (the sum of the number of searched databases for which search results were displayed, the number of times the database was accessed (displayed) by clicking a Web Link from the **Resources** menu, and the number of times the database was accessed (displayed) by clicking the **URL** link from the **Resource Note** associated with a database), **Total Searches** (the combined total of **Simple Searches**, **Advanced Searches**, **Link Searches**, **Browse Searches** and **Number Searches**), **Full Record Views** and **Check Status Button Clicks** (total number of times Shelf Status was checked from Full Record Displays).
- **CAT Data:** Report includes statistics for cataloging functions performed. Statistics are provided for both WebCAT and the AGCat Cataloging client. Statistics are categorized by records downloaded via WebCAT (**WebCAT Downloads**), locations added, edited or deleted using WebCAT (**CAT Locations Added**, **WebCAT Locations Changed**, **CAT Locations Deleted**), and bibliographic records added, edited or deleted using the AGCat Cataloging client (**AGCat Records Added**, **AGCat Records Changed** and **AGCat Records Deleted)**.
- **ILL Data:** Report includes statistics for the number of ILL requests generated. Statistics are categorized by **ILL Blank Requests** (requests submitted using the Blank Request Form) and **ILL Record Requests** (requests submitted from a Full Record Display).

Report Format: Determines whether the report will be made available for viewing on the screen (or as a file for download), or will be emailed to a specified recipient. The following options are available:

- **View Report:** You may select to view the report in **HTML**, **PDF** or **Excel** (spreadsheet) format. If the **PDF** or **Excel** option is selected, you may choose to save the report to a local workstation prior to viewing.

> Adobe Acrobat Reader Version 4.0 or higher *must* be installed on your workstation to view the report in **PDF** format. Microsoft Excel *must* be installed on your workstation to view the report in **Excel** format.

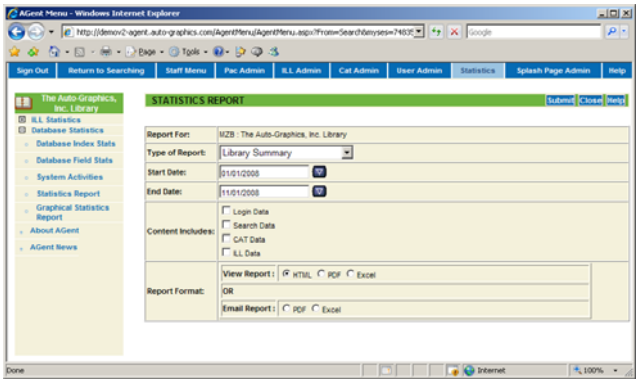
- **Email Report:** You may select to email the report in **PDF** or **Excel** (spreadsheet) format to *one or more* specified recipients.

Requesting a Graphical Statistics Report

> Library Staff members and Library SuperUsers may request Graphical Statistics Reports for their library only; Customer SuperUsers may request individual Graphical Statistics Reports for any library within the consortium or collective, or a combination report for *all* libraries within the consortium or collective.

To request a Statistics Report:

1. Select **Graphical Statistics Report** from the **Statistics** menu. The Graphical Statistics Report entry screen displays. The **Report For** field is *read only*, and shows the name of the library under which you logged in.
2. Select the desired type of report from the **Type of Report** drop-down menu.
   - Depending on the **Type of Report** selected, the report entry screen *may* refresh to display *only those options* appropriate to the selected **Type of Report**.



Graphical Statistics Setup Screen

3. Enter the starting date for the report period in the **Start Date** text box; enter the ending date for the report period in the **End Date** text box.

   - Enter the **Start Date** and **End Date** using the format "MM/DD/YYYY", i.e., "03/10/2006."

     Be sure to include the slashes "/" when entering the **Start Date** and **End Date**. *Do not* include alphabetic characters when entering the **Start Date** and **End Date**.

     - You may also click the icon next to the **Start Date** or **End Date** text box to select a date using the Date Entry Calendar (see ***Using the Date Entry Calendar*** on page **3-22** for details).

4. Select the content you wish included in the report using the **Content Includes** options.

   - The **Content Includes** options are available for the **Library Summary** and **Date Report** reports *only*.
   - If **Library Summary** is selected from the **Type of Report** menu, you may select *multiple* **Content Includes** checkboxes.
   - If **Date Report** is selected from the **Type of Report** menu, you may select a *single* **Content Includes** radio button *only*.

5. Select the desired output format for the report using the **Report Format** radio buttons.

   - To *view* the report:
     - To view the report on-screen in HTML format, select the **View Report - HTML** radio button.
     - To view the report (or *download* the report for viewing) in Adobe Acrobat, select the **View Report - PDF** radio button.
     - To view the report (or *download* the report for viewing) in Microsoft Excel, select the **View Report - Excel** radio button.
   - To *email* the report:

     When an **Email Report** option is selected, the report entry screen refreshes to display the **To** and **Subject** text boxes.

     - To email the report in Adobe Acrobat format, select the **Email Report - PDF** radio button.
     - To email the report in Microsoft Excel format, select the **Email Report - Excel** radio button.
     - Enter the recipient's email address in the **To** text box. If you wish to send the records to *more than one* person, separate multiple email addresses with semicolons. *Do not* include spaces between email addresses.
     - Enter the desired subject line for the email in the **Subject** text box.

6. When all desired report parameters have been entered, click the **Submit** button to submit your report request.

   If you have omitted a mandatory field, or have made an invalid selection, an error message displays. Modify the report parameters as necessary, then click the **Submit** button to resubmit your request.

   - If you selected the **View Report - HTML** radio button, the report displays in an *additional* browser window (see ***Viewing Statistics Reports*** on page **3-12** for details).
   - If you selected the **View Report - PDF** or **View Report - Excel** radio button, a File Download dialog displays (see ***Downloading Graphical Statistics Reports*** on page **3-23** for details).
   - If you selected the **Email Report - PDF** or **Email Report - Excel** radio button, the message "The report result has been emailed to the following recipient(s) : (*email address*)" displays at the top of the report entry screen.

Using the Date Entry Calendar

The Graphical Statistics Report requires you to specify a starting and ending date for the report period. If you wish, you may use the Date Entry Calendar to select the report period starting and ending dates.

To select a date from the Date Entry Calendar:

1. Click the icon next to the date entry text box.
   - The Date Entry Calendar displays. The calendar shows the current day, month and calendar year.
2. Use the Month and Year drop-down menus to select the desired calendar month and year, or click the < and > buttons to scroll backwards and forwards one month at a time.
3. Click the desired date.
   - The Date Entry Calendar closes, and the selected date is automatically entered in the associated text box.

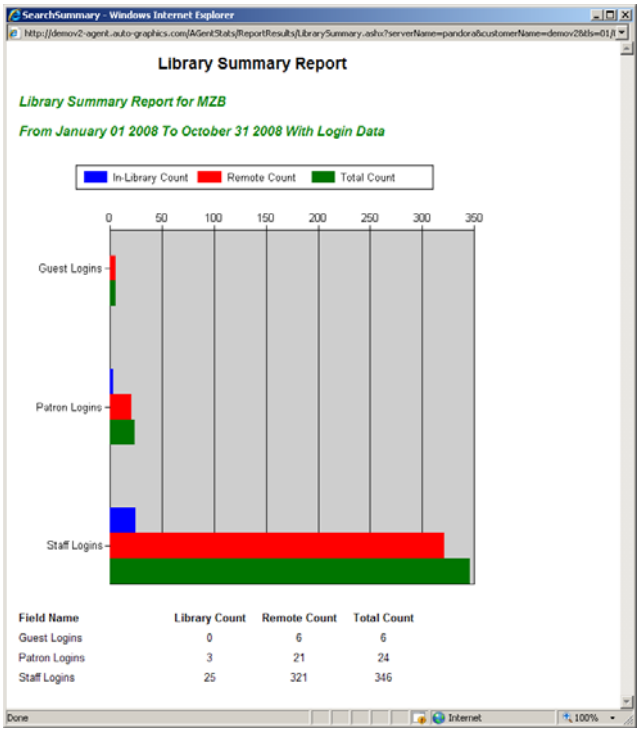
< Nov 2008 >

S	M	T	W	T	F	S
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Viewing Graphical Statistics Reports

To view the Library Summary report:

- A summary of the report criteria is shown at the top of the report. The summary includes the type of report, the libraries included in the report, the start and end dates for the report period and the content included in the report.
- A "color key" specific to the report is shown immediately before the graphical data.
- Statistics are displayed for **In Library Count**, **Remote Count** and **Total Count** for *each* **Contents Includes** category. The selected **Contents Includes** categories are shown on the vertical axis of the graph; activity counts for the selected categories are shown on the horizontal axis of the graph.
- A textual summary of report data is shown following the graphical presentation of the data.

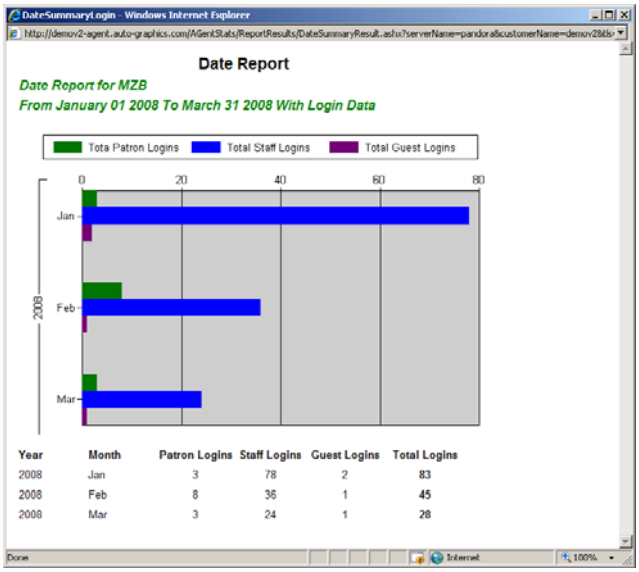


Typical Library Summary Report

- Click the button on the report screen to close the window and return to the Graphical Statistics Report entry screen.

To view the Date Report:

- A summary of the report criteria is shown at the top of the report. The summary includes the type of report, the libraries included in the report, the start and end dates for the report period and the content included in the report.
- A "color key" specific to the report is shown immediately before the graphical data.
- Activity counts for the selected **Contents Includes** categories are shown on the horizontal axis of the graph; months included in the specified report period are shown on the vertical axis of the graph.
- A textual summary of report data is shown following the graphical presentation of the data.



Typical Date Report

- Click the ✕ button on the report screen to close the window and return to the Graphical Statistics Report entry screen.

Downloading Graphical Statistics Reports

When you submit a report request, and select the **View Report - PDF** or **View Report - Excel** option, a File Download dialog displays. You may choose to view the report immediately, or you may download the report to a file on a local computer.

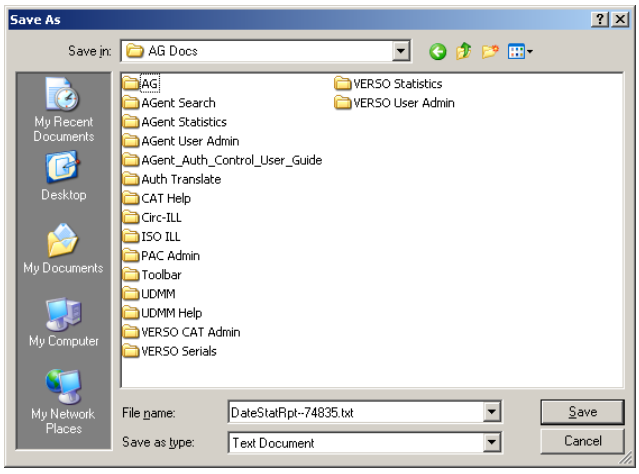
To view the report:

- Click the **Open** button on the File Download dialog.
  - AGent downloads a temporary version of the report to your local workstation, launches the associated application, and displays the report.

> Adobe Acrobat Reader Version 4.0 or higher *must* be installed on your workstation to view the report in **PDF** format. Microsoft Excel *must* be installed on your workstation to view the report in **Excel** format.

To save the report:

1. Click the **Save** button on the File Download dialog.
   - A standard Save As dialog displays.



Save As Dialog

2. Enter a name for the file in the **File name** text box.

   Be sure to use the **.pdf** or **.xls** extension, as appropriate, at the end of the file name.

3. Select the location in which you wish to save the report.

4. Click the **Save** button to download the file.

   - Depending on your browser, a status dialog may display while the file is being downloaded. When the download is complete, a "Download Complete" message displays. Click the **Close** button to close the status dialog.

Graphical WebStats

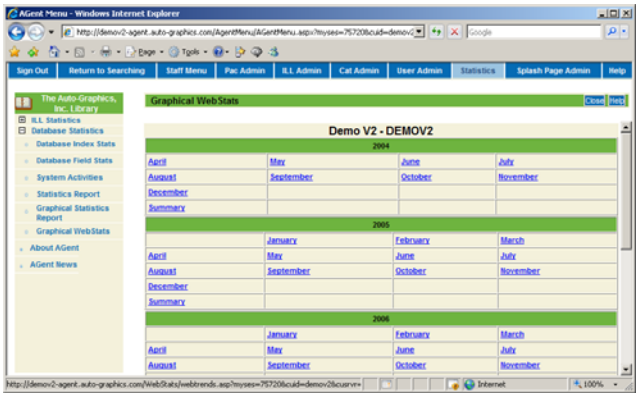
Graphical WebStats provides detailed Web statistics related to the access and use of your library's AGent system. Available statistics include number of visitors, resources accessed, site activity, browsers and platforms utilized for access, etc. In most cases, statistics are available from the year 2000 to the current calendar month. You can choose to view statistics for a selected month, or summary statistics for a selected year.

To view Graphical WebStats:

1. From the **Statistics** menu (**see *The Statistics Menu* on page 1 for details**), select **Database Statistics**, then choose **Graphical WebStats**.

   - The Select Report Period screen displays.

   - The screen displays a series of tables, one for each year for which statistics are available. Each table provides a link for viewing statistic for a given month, and a **Summary** option to view summary statistics for the entire year.

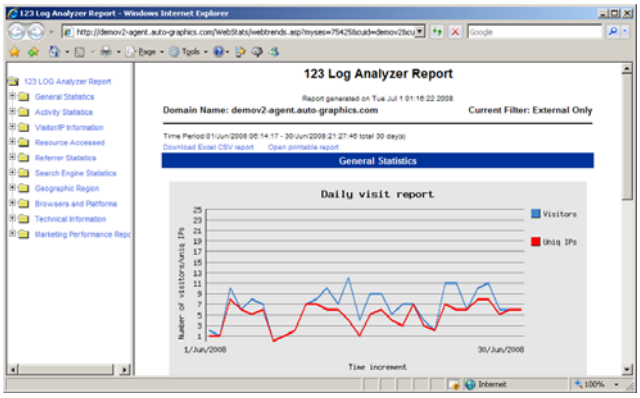


Select Report Period Screen

2. Select the period for which you wish to view statistics.

   - The Graphical WebStats report displays in an *additional* browser window.

   - The left-hand panel of the screen lists the reports available. The right-hand panel of the screen displays report data.


123 Log Analyzer Report - Windows Internet Explorer
123 Log Analyzer Report
Domain Name: demov2.agent.auto-graphics.com
Current Filter: External Only
General Statistics
Daily visit report

Graphical WebStats - Typical Report Screen

3. Select the report you wish to view from the options available.

   - The screen refreshes to display the selected report.

   - Use the scroll bar, as necessary, to view the entire page.

Chapter 4. CUSTOMER SUPERUSER

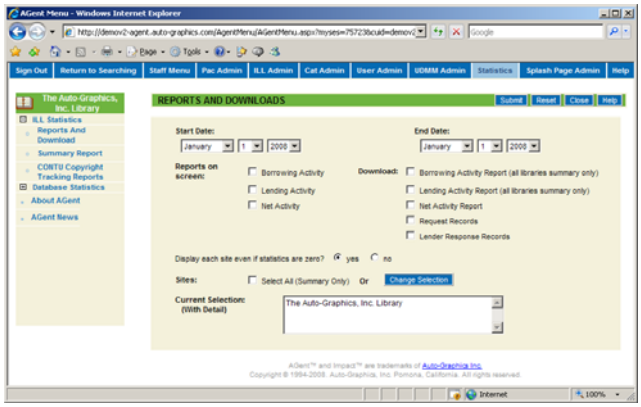
ILL Activity Reports and Download

ILL Activity Reports provide *detailed* statistics related to the ILL activities for a selected library or group of libraries. You may choose to generate reports for a library's borrowing activities, lending activities and/or net ILL activity (borrowing activity versus lending activity). Statistics are provided for both borrow and copy requests. You can specify the report period start and end dates, and can choose to exclude reports for sites with no ILL activity during the specified report period.

The Download feature lets you download a record of requests submitted *as a borrower* and/or responses provided to requests received *as a lender* for a selected library or group of libraries. Reports are generated in Microsoft Excel format.

To generate ILL activity reports:

1. From the **Statistics** menu (see ***The Statistics Menu*** on page 1 for details), select **ILL Statistics**, then choose **Reports And Download**.
   - The Reports and Download screen displays.
2. Select the time period for which you wish to generate the report from the **Start Date** and **End Date** menus.
3. Indicate the reports you wish to generate for *on-screen* viewing, if desired, by selecting the appropriate **Reports on screen** checkboxes, as follows:
   - You may select to generate *one or more* reports simultaneously.
     - A *checkmark* ☑ indicates the associated report is selected.
     - An *empty checkbox* ☐ indicates the associated report is not selected.
     - Clicking a checkbox repeatedly will toggle it on and off.
   - **Borrowing Activity** - Provides activity statistics for the selected sites as borrowers.
   - **Lending Activity** - Provides activity statistics for the selected sites as lenders.
   - **Net Activity** - Provides a summary comparison of borrowing versus lending activity for the selected sites.
4. Indicate the reports and/or records you wish to *download*, if desired, by selecting the appropriate **Download** checkboxes, as follows:
   - You may select to download *one or more* reports and/or records files simultaneously.
     - A *checkmark* ☑ indicates the associated report/records file *is* selected.
     - An *empty checkbox* ☐ indicates the associated report/records file *is not* selected.



Reports and Download Screen

- Clicking a checkbox repeatedly will toggle it on and off.

- **Borrowing Activity Report (all libraries summary only)** - Provides a summary of activity statistics for *all libraries* (*regardless* of the libraries shown in the **Current Selection** field) as borrowers.
- **Lending Activity Report (all libraries summary only)** - Provides a summary of activity statistics for *all libraries* (*regardless* of the libraries shown in the **Current Selection** field) as lenders.
- **Net Activity Report** - Provides a summary comparison of borrowing versus lending activity for the selected sites.
- **Request Records** - Provides a list of records for all requests submitted by the selected sites as borrowers.
- **Lender Response Records** - Provides a list of records for all responses to requests received by the selected sites as lenders.

5. Indicate whether or not a report should be generated for sites with *no* ILL activity during the report period by selecting the appropriate **Display each site even if statistics are zero** radio buttons, as follows:

- **yes** - Reports *will be* generated for sites with no ILL activity.
- **no** - Reports *will not be* generated for sites with no ILL activity.

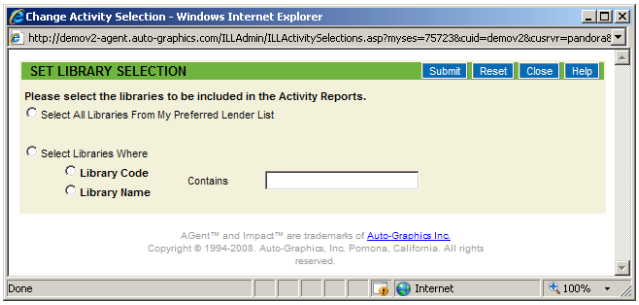
6. Select the **Sites** for which you wish to generate reports.

- The **Current Selection (with Detail)** field lists the names of the libraries for which reports will be generated. This field *initially* contains *only* the name of the library under which you logged in.
- To select *all* libraries within your consortium, select the **Select All (Summary Only)** checkbox.
  - A *checkmark* ☑ indicates all libraries *are* selected.
  - An *empty checkbox* ☐ indicates all libraries *are not* selected.
  - Clicking a checkbox repeatedly will toggle it on and off.

> When the **Select All** option is selected, reports are generated for *all* libraries in your consortium, *regardless* of the libraries shown in the **Current Selection** field.

- To select a *specific* library (or multiple libraries), click the **Change Selection** button. The Set Library Selection screen displays in an *additional* browser window.

> Depending on the arrangement of your consortium or collective, the Set Library Selection screen may include a combination of radio buttons, list boxes (**Region** or **City**, for example) and/or text boxes (**Library Name Contains**, for example) for specifying selection criteria. Make the desired selection(s) from the appropriate list boxes and radio buttons, and enter text in the appropriate text boxes.



Set Library Selection Screen

- To select all libraries from the Preferred Lender list in your library's Participant Record, select the **Select All Libraries From My Preferred Lender List** radio button.
- To select a specific library, or a group of libraries, click the **Select Libraries Where** radio button, and enter the appropriate selection criteria using the fields provided.
- When the desired selections have been made, click the **Submit** button to submit your selections. (Click the **Reset** button to return the Set Library Selection screen to its initial conditions if you wish to make changes to your selection criteria. Click the **Close** button to cancel the selection of libraries and return to the ILL Activity Reports screen.)
- The message "Activity Report Site Selection Successfully Completed" displays. Click the **Close** button to close the message and return to the ILL Activity Reports screen.

> If there are no matches to your selection criteria, the message "There were no matches to your selection criteria. Please verify your choices and reenter." displays. Click the **Go Back** button to return to the Set Library Selection screen and revise your selection criteria.

7. When all appropriate report criteria has been entered, click the **Submit** button to submit your report request.

- The selected ILL Activity Reports (Borrowing Activity, Lending Activity, Net Activity) display (see ***Viewing "Reports On Screen"*** on page **2-2** for details), as appropriate, and download buttons are provided for the selected reports and/or records (Request Records and/or Lender Response Records) (see ***Downloading Reports and Records*** on page **2-8** for details).
- Reports available to Customer SuperUsers *only* are described in the following paragraphs.

Borrowing Activity Report

The Borrowing Activity Report contains *summary statistics* for *all libraries* in your consortium or collective for which borrowing activity statistics exist for the specified date range. The report contains a separate entry for *each library*. Each entry is comprised of the following data fields:

Borrowing Activity Report Data Fields

Data Field	Description
Library Name (Code)	The full name of the library, and the library code assigned to the borrower to which the associated statistics apply.
Request Attempts	The total number of requests submitted by the borrower to all trading partners (this number is equal to the sum of the values shown in the **Filled**, **Not filled**, **No Response**, **Expired**, **Cancelled** and **In Process** fields).
Filled	The total number of requests for which items *were* supplied to the borrower by all trading partners.
Not Filled	The total number of requests for which items *were not* supplied to the borrower by any trading partner (*For AG Closed systems*, this number is equal to the sum of the values shown in the **Not on Shelf**, **Not Lendable/Copyable**, **Not Owned Expired** and **Retry** fields; *For ISO ILL systems*, this number is equal to the sum of the values shown in the **No Response**, **ISO Unfilled** and **Retry** fields).
No Response	The total number of requests for which the borrower did not receive a response from any trading partner.
Not on Shelf	The total number of requests for which items were not supplied by any trading partner due to "not on shelf" status. (This field is shown for AG Closed systems *only*.)
Not Lendable/Copyable	The total number of requests for which items were not supplied by any trading partner due to "not lendable/copyable" status. (This field is shown for AG Closed systems *only*.)
Not Owned	The total number of requests for which items were not supplied by any trading partner due to "not owned" status. (This field is shown for AG Closed systems *only*.)
ISO Unfilled	The total number of requests for which items were not supplied by the trading partner. (This field is shown for ISO ILL systems *only*.)
Referred	The total number of requests referred to the lender by a default lender.

Data Field	Description
Retry	The total number of requests for which items were not supplied by a given trading partner but borrower was recommended to retry the request at a later date.
Expired	The total of requests where the "Need By" date was exceeded before the request was filled by any trading partner.
Cancelled	The total number of requests cancelled by the borrower before the request was filled by any trading partner.
In-Process	The total of requests currently in process between the borrower and all trading partners.
Unique Requests Sent	The total number of *unique* requests submitted by the library to all trading partners. (Since a borrow request that is not filled by a given library is *automatically* forwarded to the next lender in the Lender List, a single *unique* borrow request may be submitted to multiple *libraries.)*
Staff created	The total number of *unique* requests created by library staff.
Patron created	The total number of *unique* requests created by library patrons.

Lending Activity Report

The Lending Activity Report is available to Customer SuperUsers *only*.

The Lending Activity Report contains *summary statistics* for *all libraries* in your consortium or collective for which lending activity statistics exist for the specified date range. The report contains a separate entry for *each library*. Each entry is comprised of the following data fields:

Lending Activity Report Data Fields

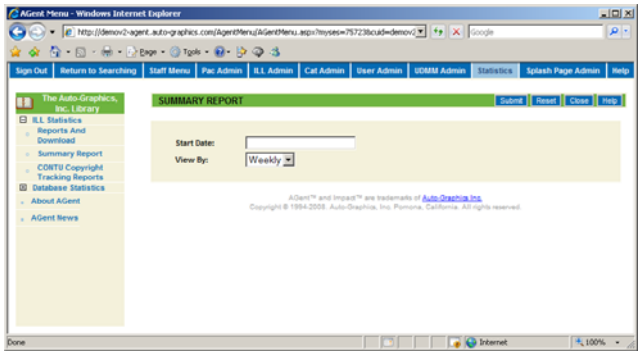
Data Field	Description
Library Name (Code)	The full name of the library, and the library code assigned to the lender to which the associated statistics apply.
Request Attempts	The total number of requests received by the lender from all trading partners (this number is equal to the sum of the values shown in the **Filled**, **Not filled**, **No Response**, **Expired**, **Cancelled** and **In Process** fields).
Filled	The total number of requests for which items *were* supplied by the lender to all trading partners.
Not Filled	The total number of requests for which items *were not* supplied by the lender to any trading partner (*For AG Closed systems*, this number is equal to the sum of the values shown in the **Not on Shelf**, **Not Lendable/Copyable**, **Not Owned Expired** and **Retry** fields; *For ISO ILL systems*, this number is equal to the sum of the values shown in the **No Response**, **ISO Unfilled** and **Retry** fields).
No Response	The total number of requests for which the lender did not provide a response to a trading partner.
Not on Shelf	The total number of requests for which items were not supplied to a trading partner due to "not on shelf" status. (This field is shown for AG Closed systems *only*.)
Not Lendable/Copyable	The total number of requests for which items were not supplied to a trading partner due to "not lendable/copyable" status. (This field is shown for AG Closed systems *only*.)
Not Owned	The total number of requests for which items were not supplied to a trading partner due to "not owned" status. (This field is shown for AG Closed systems *only*.)
ISO Unfilled	The total number of requests for which items were not supplied to the trading partner. (This field is shown for ISO ILL systems *only*.)
Referred	The total number of requests processed by default lenders to which the **Refer to Next Lender** option was applied.
Retry	The total number of requests for which items were not supplied to a given trading partner but borrower was recommended to retry the request at a later date.
Expired	The total of requests where the "Need By" date was exceeded before the request was filled by the lender.
Cancelled	The total number of requests cancelled by a borrower before the request was filled by the lender.
In-Process	The total of requests currently in process between the lender and all trading partners.

Summary Report

The **Summary Report** function generates a report for download that shows summary statistics for the number of completed ILL requests processed by *all libraries* in a consortium or collective, as a *borrower from* other participant libraries and as a *lender to* other participant libraries. Summary Reports can be generated for either weekly or monthly periods.

To generate a Summary Report:

1. From the **Statistics** menu (see ***The Statistics Menu*** on page 1 for details), select **ILL Statistics**, then choose **Summary Report**.
   - The Summary Reports data entry screen displays.
2. Enter beginning date for the report in the **Start Date** text box.
   - Enter the **Start Date** using the format MM/DD/YYYY, *including* slashes (for this report, Sunday is considered the first day of the week). The earliest date for which you can retrieve reports is determined by the extent of your system's data records.



Summary Report Screen

> *Always* use the first day of any given period (week or month) as the start date. If any other day is entered, the **Start Date** will revert to the first day of the period when the report is requested.

3. Select the period interval for which you wish to generate the report from the **View By** menu; either **Weekly** or **Monthly**.
   - The default period is **Weekly**.
4. Click the **Submit** button. (To return the summary Report screen to its initial setting, click the **Reset** button.)
   - The Summary Report screen refreshes to display the **Download** button (see ***Downloading the Summary Report*** on page **4-5** to download the Summary Report), and the **End Date** field is *automatically* filled with the ending date for the specified report period.

Downloading the Summary Report

When you generate a Summary Report (see ***Summary Report*** on page **4-5** for details), a **Download** button displays.

To download the Summary Report:

1. Using the *right-hand* mouse button, click the **Download** button on the Summary Report Screen.
   - A shortcut menu displays.
2. Using the *left-hand mouse button*, select **Save Target As** (for Microsoft Internet Explorer) or **Save Link As** (for Netscape Navigator) from the shortcut menu.

- A standard Save As dialog displays, with a *unique* filename assigned to the file.

3. If desired, edit the name for the file in the **File name** text box.
4. Select the location in which you wish to save the file.
5. Click the **Save** button to download the file.

- Depending on your browser, a status dialog may display while the record is being downloaded. When the record has been downloaded, the **Download Complete** message displays. Click the **Close** button to close the status dialog.

Viewing the Summary Report

The Summary Report file contains a separate entry for *each library* in your consortium or collective, in alphabetic order, by library name. The **Date Range** field at the top of the report shows the period for which the report was generated. Each entry in the report is comprised of the following data fields:

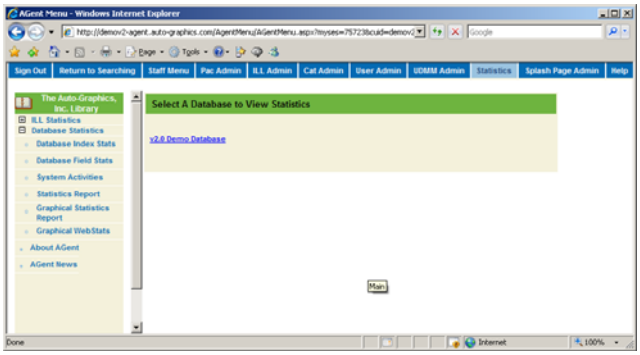
Data Field	Description
Library Code	The *unique* code assigned to the library for which statistics are shown.
Library Name	The name of the library for which statistics are shown.
Bwr_Req_Sub/Books	The number of *borrow* requests submitted by the associated library to *all participant lenders* during the report period.
Bwr_Req_Sub/Copies	The number of *copy* requests submitted by the associated library to *all participant lenders* during the report period.
Bwr_Req_Filled/Books	The number of *borrow* requests filled by *all participant lenders* (requests for which the status was updated to **Shipped** by the participant lender) for the associated library during the report period.
Bwr_Req_Filled/Copies	The number of *copy* requests filled by *all participant lenders* (requests for which the status was updated to **Shipped** by the participant lender) for the associated library during the report period.
Bwr_Items_Rcvd/Books	The number of items received in fulfillment of *borrow* requests (requests for which the status was updated to **Received** by the associated library) from *all* participant lenders during the report period.
Bwr_Items_Rcvd/Copies	The number of items received in fulfillment of *borrow* requests (requests for which the status was updated to **Received** by the associated library) from *all* participant lenders during the report period.
Lnd_Req_Rcvd/Books	The number of *borrow* requests received by the associated library from *all participant borrowers* during the report period.
Lnd_Req_Rcvd/Copies	The number of *copy* requests received by the associated library from *all participant borrowers* during the report period.
Lnd_Req_Filled/Books	The number of *borrow* requests filled by the associated library (requests for which the status was updated to **Shipped** by the associated library) for *all participant borrowers* during the report period.
Lnd_Req_Filled/Copies	The number of *copy* requests filled by the associated library (requests for which the status was updated to **Shipped** by the associated library) for *all participant borrowers* during the report period.
Lnd_Items_Supp/Books	The number of items supplied in fulfillment of *borrow* requests (requests for which the status was updated to **Received** by *all participant borrowers*) during the report period.
Lnd_Items_Supp/Copies	The number of items supplied in fulfillment of *copy* requests (requests for which the status was updated to **Received** by *all participant borrowers*) during the report period.

Database Field Stats

The **Database Field Stats** option lets you generate *detailed* reports related to the bibliographic records contained in you library's AGent VERSO database. You may choose to view statistics for the *complete database*, or MARC field statistics for your library *only*. The report provides general information related to the number of bibliographic and locations (holdings) record in the *entire* database, and provides *detailed* MARC Field statistics for the *entire* database or for your library *only* (the library under which you logged in).

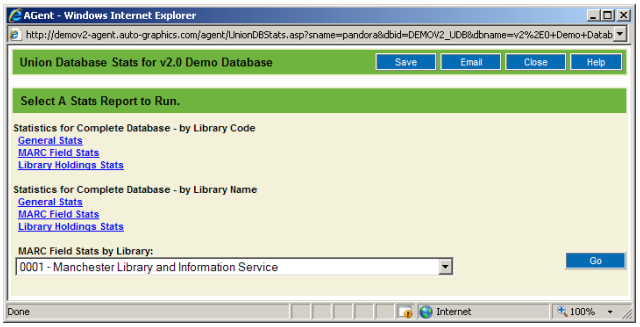
To generate a Database Field Statistics report:

1. From the **Statistics** menu, select **Database Statistics**, then choose **Database Field Stats**.
   - The Select a Database screen displays.
   - The screen shows a listing of *all* AGent VERSO databases for your library.



Select a Database Screen

2. Click the name of the database for which you wish to generate a statistics report.
   - The Database Statistics screen for the selected database displays.
   - From the Database Statistics screen, you may select to view **Statistics for Complete Database** (**by Library Code** or **by Library Name**) or **MARC Field Stats by Library**.



Database Statistics Screen

3. Click the link for the statistics you wish to view.
   - To view **MARC Field Stats by Library**, select the desired library from the drop-down menu, then click the **Go** button.
4. The screen refreshes to display the selected statistics. The report includes the following information:
   - **General Stats** - shows the total number of bibliographic records in the selected database (**Bib Records)**, the total number of locations (holdings) records (**Holdings**), the total number of bibliographic record to which *no* locations (holdings) are attached (**Holderless Records**) and the total of **Holderless Records** that include Tag 856, subfield u (**Holderless Records with <856> $u**).

Bib Records	281,574
Holdings	197,733
Holderless Records	132,575
Holderless Records with <856> $u	1,856

   - **MARC Field Stats** - shows a listing of each **MARC Tag** occurring in *at least one* bibliographic record in the selected database, the total number of times the tag occurs in the database (**Tag Occurrence**) and the specific subfields (and number of times each subfield occurs) for each **MARC Tag** listed (**Tag Content**).

245	281,592	1(3); 9(1); a(281606); b(78685); c(217695); d(2); e(3); g(2); h (37021); m(1); n(1139); p(3103); q(1); r(1); t(2); v(3);
246	31,644	1(4); 9(1); a(31640); b(6300); c(6); f(88); h(820); i(13604); l(1); n (339); p(960); s(1); t(4); v(1);
247	20	a(20); b(2); d(2); f(17);
250	74,822	1(6); a(74811); b(423); c(3); e(1);

- **Library Holding Stats** - shows a listing of libraries (by **Library Code** and **Library Name**) for which *at least one* holding (location) is attached to a bibliographic record in the selected database, and shows the *total number* of **Holdings** (locations) in the selected database for the associated library.

SEMA	_SEMA QA Code	24
NATM	American Textile History Museum (Lowell)	3,154
SAPH	Apponequet Regional High School (Lakeville)	15,073
SAWH	Archbishop Williams High School (Braintree)	1,372

- **MARC Field Stats by Library** - shows a listing of each **MARC Tag** occurring in *at least one* bibliographic record in the selected database to which your library has a location (holding) attached, the total number of times the tag occurs in records to which your library has a location (holding) attached (**Tag Occurrence**) and the specific subfields (and number of times each subfield occurs) for each **MARC Tag** listed (**Tag Content**).

250	39,333	a(39330); b(240); c(3); e(1);
254	7	a(6); b(1); c(3);
255	34	a(34); b(1); c(3);
256	20,623	a(20623);

5. If desired, click the **Save** button to save a copy of the Database Field Stats report to a file on a network or local workstation (see ***Saving the Database Field Stats Report*** on page **3-5** for details).

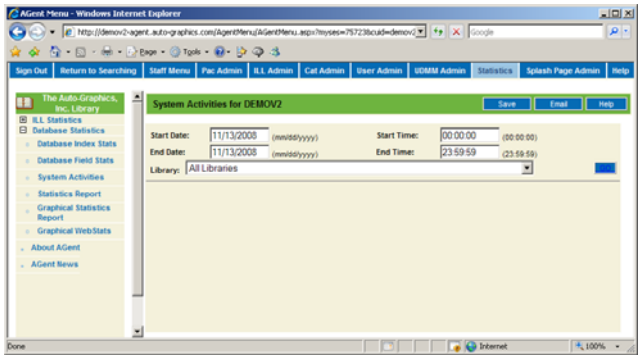
6. If desired, click the **Email** button to email a copy of the Database Field Stats report to yourself or another user (see ***Emailing the Database Field Stats Report*** on page **3-5** for details).

System Activities

The **System Activities** function provides summary information related to a library's AGent VERSO system for a specified report period. Displayed statistics include login data, search data, ILL request data and cataloging data. Additionally, you may choose to download a copy of the statistics report to a local workstation, or send a copy of the statistics report to another user via email.

To view System Activity statistics:

1. From the **Statistics** menu, select **Database Statistics**, then choose **System Activities**.
   - The Select Report Period screen displays.
2. Enter the *starting date* for the report period in the **Start Date** text box.
   - Enter the **Start Date** using the format "mm/dd/yyyy", *including slashes*.



System Activities Select Report Period Screen

- By default, the system enters the current calendar date as the **Start Date**.

3. Enter the *ending date* for the report period in the **End Date** text box.
   - Enter the **End Date** using the format "mm/dd/yyyy", *including slashes*.
   - By default, the system enters the current calendar date as the **End Date**.
4. Enter the desired *starting time* for the report period in the **Start Time** text box.
   - Enter the **Start Time** using the format "hh:mm:ss", *including colons*. Enter the **Start Time** using "24-hour" clock format.
   - By default, the system enters "**00:00:00**" as the **Start Time**.
5. Enter the desired *ending time* for the report period in the **End Time** text box.
   - Enter the **End Time** using the format "hh:mm:ss", *including colons*. Enter the **End Time** using "24-hour" clock format.
   - By default, the system enters "**23:59:59**" as the **Start Time**.
6. Select the library for which you wish to view statistics from the **Library** menu.
   - You may view statistics for **All Libraries**, or for a *single, selected* library.
7. Click the **Go** button to submit your report request.
   - The screen refreshes to display System Activity statistics for the requested report period. The report includes the following information:
     - The number of logins to Agent VERSO, by user category (**Admin Logins** (library staff logins), **Patron Logins** and **Guest Logins**); and the *total* number of logins for *all* user categories (**Login Total**).

     Search statistics are subdivided to show the number of *unique search requests* submitted, and the *total* number of searches performed. For example, submitting a Simple Search request with three databases selected would result in a **Simple Search Request** count of "1", and a **Simple Search** count of "3".

     - The number of *unique search requests* submitted, by search type (**Simple Search Request**, **Alpha Search Request**, **Advanced Search Request** and **Number Search Request**); and the *total* number of unique searches submitted for *all* search types (**Search Request Total**).

       A *single* search request submitted to *multiple* databases is counted as a *unique* request. For example, submitting a Simple Search request with three databases selected would result in a **Simple Search Request** count of "1".

     - The number of searches performed, by search type (**Simple Search**, **Alpha Search**, **Advanced Search**, **Number Search** and **Link Search**); and the *total* number of searches performed for *all* search types (**Search Total)**.

       A *single* search request submitted to *multiple* databases is counted as *multiple* searches. For example, submitting a Simple Search request with three databases selected would result in a **Simple Search** count of "3".

     - The number of ILL requests submitted through AGent, by request method (**ILL Request** or **ILL Blank Request**); and the total number of ILL requests submitted for *all* request methods (**ILL Total**).

- The number of record download transactions through CAT Administration (**Web Cat Downloads**), the number of locations (holdings) maintenance activity transactions using CAT Administration *or* AGCat (**Cat Holders Added**, **Cat Holders Changed**, **Cat Holders Deleted**) and the number of bib record maintenance activity transaction performed using CAT Administration *or* AGCat (**Cat Records Added**, **Cat Records Changed**, **Cat Records Deleted**); and the total number of *all* cataloging maintenance transactions (**CAT Total**).

8. If desired, click the **Save** button to save a copy of the System Activities report to a file on a network or local workstation (see ***Saving the System Activities Report*** on page **3-7** for details).

9. If desired, click the **Email** button to email a copy of the System Activities report to yourself or another user (see ***Emailing the System Activities Report*** on page **3-8** for details).

Statistics Report

In addition to the standard options available to PAC Staff members and Library SuperUsers (see ***Understanding Statistics Report Parameters*** on page **3-8** for details), the following additional options are available to Customer SuperUsers:

Report For: Determines the specific library (or libraries) for which the report will be generated. The following options are available:

- **All Libraries** – Report will be generated for *all libraries* in your consortium or collective.
- **Lib Code** – Report will be generated for a *single, selected* library code.
- **With** – Report will be generated for all libraries whose names include the term (or terms) entered in the associated text box.
    - ***Category*** **Reports** – Some consortia may assign member libraries to "customer-specific" categories and subcategories, such as geographic location (region, city, etc.) or academic level (high schools, colleges, etc.). In these cases, *additional* "customer-specific" **Report For** options are provided as drop-down menus. Reports will be generated for all libraries who are members of the selected category. The default selection for "customer-specific" categories is **All**.

Type of Report: Determines the *format and arrangement* of the report. The following options are available to Customer SuperUsers *only*:

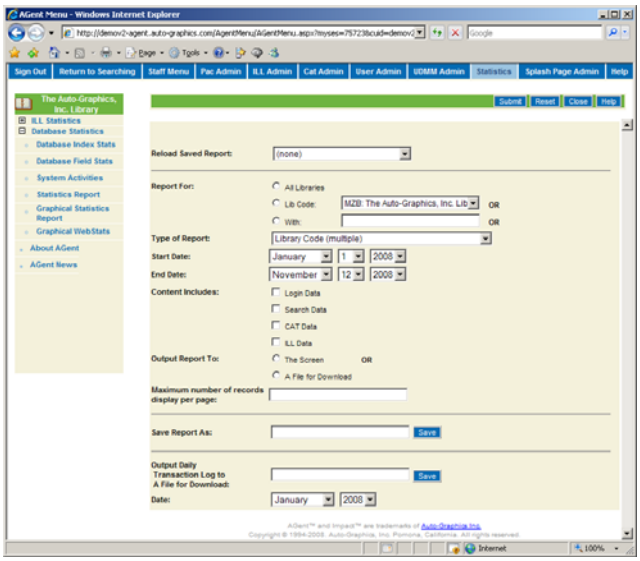
- **Library Code (multiple)** – Report data is listed in alphabetic order, by *library code*. A single line is provided for each library code. The report includes the **LibCode** (library code) and library **Name** for each library in the report. A grand **TOTAL** for all libraries is provided at the end of the report.
- **Library Name (multiple)** – Report data is listed in alphabetic order, by *library name*. A single line is provided for each library **Name**. A grand **TOTAL** for all libraries is provided at the end of the report.
- **Database Report (single/multiple)** – Report is sectionalized, in alphabetic order by database name, with separate sections for each database in the report. Within each section, report data is listed in alphabetic order, by *library code*. A single line is provided for each library code. Each line in the report includes the **Database** name, **LibCode** (library code) and library **Name**. A **Subtotal** is listed for each database in the report. A grand **TOTAL** for all databases in the report is provided at the end of the report.
    - ***Category*** **Report (single/multiple)** – Report is sectionalized, in alphanumeric order by category name, with separate sections for each category in the report. Within each section, report data is listed in alphabetic order, by *library code*. A single line is provided for each library code. Each line in the report includes the category name, **LibCode** (library code) and library **Name**. A **Subtotal** is listed for each region in the report. A grand **TOTAL** for all regions in the report is provided at the end of the report.

Requesting a Statistics Report

To request a Statistics Report:

Certain parameter combinations are not compatible (see ***Understanding Statistics Report Parameters*** on page **3-8** for details). If a report request containing incompatible parameters is submitted, an error message displays, identifying the incompatibility. Revise your report parameter selections as necessary, and resubmit the report request.

1. From the **Statistics** menu, select **Database Statistics**, then choose **Statistics Report**.
   - The Statistics Report screen displays.
2. Use the **Report For** options to specify the library (or libraries) for which you wish to generate the statistics report:
   - Select the **All Libraries** radio button to generate the statistics report for *all libraries* in your consortium or collective.
   - Select the **Lib Code** radio button to generate the statistics report for a *single, selected library*. Select the desire library from the associated drop-down menu.



Statistics Report

   - Select the **With** radio button to generate the statistics report for all libraries within your consortium or collective whose *names contain* a specified term. Enter the desired term in the associated text box.
3. Select the desired type of report from the **Type of Report** drop-down menu.
4. Select the starting date for the report period from the **Start Date** drop-down menus; select the ending date for the report period from the **End Date** drop-down menus.
5. Select the content you wish included in the report using the **Content Includes** checkboxes.
   - You may select *multiple* **Content Includes** checkboxes.
6. Select the desired output format for the report using the **Output Report To** radio buttons.
7. Enter the maximum number of lines you wish displayed on each page of the report in the **Maximum number of records display per page** text box.

   The **Maximum number of records display per page** is applied only when the **Output Report To - The Screen** option is selected. If you leave the text box blank, the default value of 20 lines will be applied.
8. When all desired report parameters have been entered, click the **Submit** button to submit your report request.

   If you have omitted a mandatory field, or have made an invalid selection, an error message displays at the top of the Statistics Report entry screen. Modify the report parameters as necessary, then click the **Submit** button to resubmit your request.

- If you selected the **Output Report To - The Screen** radio button, the screen refreshes to display the Statistics Report Summary (see ***Viewing Statistics Reports*** on page **3-13** for details).
- If you selected the **Output Report To - A File for Download** radio button, the Statistics Report Download screen displays (see ***Downloading Statistics Reports*** on page **3-13** for details).

Graphical Statistics Report

In addition to the standard options available to PAC Staff members and Library SuperUsers (see ***Understanding Graphical Statistics Report Parameters*** on page **3-18** for details), the following additional options are available to Customer SuperUsers:

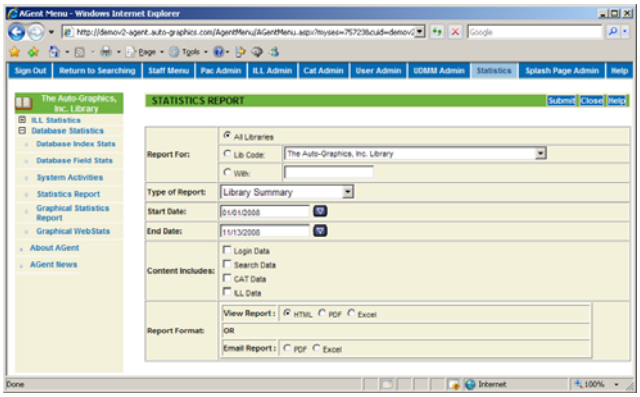
Report For: Determines the specific library (or libraries) for which the report will be generated. The following options are available:

- **All Libraries:** Report will be generated for all libraries within your consortium
- **Lib Code:** Report will be generated for the single library code selected from the associated drop-down menu. The **Lib Code** menu lists all library codes for your consortium or collective. By default, the drop-down menu initially displays the library code for the library under which you logged in.
- **With:** Report will be generated for all libraries who's names include the term (or terms) entered in the associated text box.

Requesting a Graphical Statistics Report

To request a Statistics Report:

1. Select **Graphical Statistics Report** from the **Statistics** menu.
   - The Graphical Statistics Report entry screen displays.
2. Use the **Report For** options to specify the library (or libraries) for which you wish to generate the statistics report:
   - Select the **All Libraries** radio button to generate the statistics report for *all libraries* in your consortium or collective.



Graphical Statistics Setup Screen

   - Select the **Lib Code** radio button to generate the statistics report for a *single, selected library*. Select the desire library from the associated drop-down menu.
   - Select the **With** radio button to generate the statistics report for all libraries within your consortium or collective whose *names contain* a specified term. Enter the desired term in the associated text box.
3. Select the desired type of report from the **Type of Report** drop-down menu.
   - Depending on the **Type of Report** selected, the report entry screen *may* refresh to display *only those options* appropriate to the selected **Type of Report**.
4. Enter the starting date for the report period in the **Start Date** text box; enter the ending date for the report period in the **End Date** text box.

- Enter the **Start Date** and **End Date** using the format "MM/DD/YYYY", i.e., "03/10/2006."

  Be sure to include the slashes "/" when entering the **Start Date** and **End Date**. *Do not* include alphabetic characters when entering the **Start Date** and **End Date**.

  - You may also click the icon next to the **Start Date** or **End Date** text box to select a date using the Date Entry Calendar (see ***Using the Date Entry Calendar*** on page **3-22** for details).

5. Select the content you wish included in the report using the **Content Includes** options.

   - The **Content Includes** options are available for the **Library Summary** and **Date Report** reports *only*.
   - If **Library Summary** is selected from the **Type of Report** menu, you may select *multiple* **Content Includes** checkboxes.
   - If **Date Report** is selected from the **Type of Report** menu, you may select a *single* **Content Includes** radio button *only*.

6. Select the desired output format for the report using the **Report Format** radio buttons.

   - To *view* the report:
     - To view the report on-screen in HTML format, select the **View Report - HTML** radio button.
     - To view the report (or *download* the report for viewing) in Adobe Acrobat, select the **View Report - PDF** radio button.
     - To view the report (or *download* the report for viewing) in Microsoft Excel, select the **View Report - Excel** radio button.
   - To *email* the report:

     When an **Email Report** option is selected, the report entry screen refreshes to display the **To** and **Subject** text boxes.

     - To email the report in Adobe Acrobat format, select the **Email Report - PDF** radio button.
     - To email the report in Microsoft Excel format, select the **Email Report - Excel** radio button.
     - Enter the recipient's email address in the **To** text box. If you wish to send the records to *more than one* person, separate multiple email addresses with semicolons. *Do not* include spaces between email addresses.
     - Enter the desired subject line for the email in the **Subject** text box.

7. When all desired report parameters have been entered, click the **Submit** button to submit your report request.

   If you have omitted a mandatory field, or have made an invalid selection, an error message displays. Modify the report parameters as necessary, then click the **Submit** button to resubmit your request.

   - If you selected the **View Report - HTML** radio button, the report displays in an *additional* browser window (see ***Viewing Graphical Statistics Reports*** on page **3-22** for details).
   - If you selected the **View Report - PDF** or **View Report - Excel** radio button, a File Download dialog displays (see ***Downloading Graphical Statistics Reports*** on page **3-23** for details).
   - If you selected the **Email Report - PDF** or **Email Report - Excel** radio button, the message "The report result has been emailed to the following recipient(s) : (*email address*)" displays at the top of the report entry screen.

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